

# Customer Satisfaction Survey

Customer Name: Jan-Bob Date of Completion: 11-08-2013

Please rate the following: 1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Neutral, 4 = Satisfied, 5 = Very Satisfied.

	Sales Staff	Office Staff	Installers/ Installation
<b>Courteous and Professional</b> Dress and manner was appropriate to the job and general conduct was favorable.	5	5	5
<b>Knowledgeable and Informative</b> Was knowledgeable of product and installation procedures and articulated this information well.	5	5	5
<b>Reliable and Punctual</b> Followed through, kept commitments, returned phone calls, arrived on time to appointments, etc.	5	5	5
<b>Communication</b> Informative, updated about scheduling and job progress, responded to questions satisfactorily, etc.	N/A	5	5
<b>Job Progress</b> How satisfied were you with the timeline and how the job progressed?	N/A	N/A	5
<b>Job Completion</b> How satisfied were you with the final results?	N/A	N/A	5

Was your job site left clean and free of debris? \_\_\_\_\_ YES (  ) NO (  )

Would you recommend us to others? \_\_\_\_\_ YES (  ) NO (  )

May we add you to our reference list? \_\_\_\_\_ YES (  ) NO (  )

Do you have any other comments? The windows look so good and we are appreciating the "new indoor climate" =J=

Thank you for your time. Please detach and return upper portion to Pelican Replacement Windows in the envelope provided.