

Customer Satisfaction Survey

Customer Name: Rachel Date of Completion: 10/14/13

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

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

Was your job site left clean and free of debris? _____ YES (X) NO ()

Would you recommend us to others? _____ YES (X) NO ()

May we add you to our reference list? _____ YES (X) NO ()

Do you have any other comments? _____

Exceptional team!!! friendly, clean, informative. We cant wait to do more business with you in the future! You have transformed our home. THANK YOU!!!

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