

## Customer Satisfaction Survey

Customer Name: Mike & Barbara Date of Completion: January 23, 2014

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.	5	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? We are pretty aware & pay close  
attn to detail & we are happy.

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