

Customer Satisfaction Questionnaire

Client name: ERIC & MARY ALMONI

Address: APARTMENT G-2-2, LAS ADELAS, MITAS COSTA

Quotation No.: Ha/3.11.2014.1.4 Type of work carried out: DOUBLE GLAZED UPVC TO LOUNGE, TWO BEDROOMS

The following questions can be answered by ticking the appropriate box, on a scale where 5 = excellent, 4 = good, 3 = average, 2 = not very good and 1 = very poor.

1. How satisfied are you with the quality of our products?

5 4 3 2 1

2. How was the overall quality of our service until the finalization of the building project?

5 4 3 2 1

3. How punctual were our workmen?

5 4 3 2 1

4. How polite and friendly were they?

5 4 3 2 1

5. How clean and tidy did they leave their work site at the end of each day?

TRUSTWORTHY, OBLIGING, AND DILIGENT (MARTIN AND JACK) 5 4 3 2 1

6. If you had concerns during the course of the work being carried out, how well do you consider we addressed them?

5 4 3 2 1

7. Was there one particular member of our team who you found to be outstanding in his/her overall manner, presentation and professionalism with the work?

If so, who was it?

ENVIDIOUS TO SINGLE OUT ONE PERSON

8. We would like to invite you to share any ideas you may have for how we can improve our service to our clients. In your opinion, what more should we do?

1. CONTRACT TERMS - DELIVERY DATE. SUGGEST CONSIDERATION BE GIVEN TO MAKING THIS MORE PRECISE (E.G. "WEEK COMMENCING...")

THIS IS IMPORTANT ESPECIALLY FOR CLIENTS NOT PERMANENTLY LIVING IN THE PROPERTY, BUT ALLOW FAMILY, FRIENDS (OR COMMERCIAL LETS) TO STAY.

2. ADVISE ALL CLIENTS TO OBTAIN APPROPRIATE LICENCE TO AVOID FUTURE PROBLEMS WITH TOWN HALL, COMMUNITY, POLICE ETC (FOR BOTH CLIENT & PROTEC) 1

3. EDUCATE RELEVANT STAFF RE PAYMENT BY DEBIT/CREDIT CARD. IF EUROS ARE REQUESTED BY CLIENT, THE RATE OF EXCHANGE IS SET BY THE CLIENTS BANKERS (IN OUR CASE NATIONWIDE); IF (E.G.) POUNDS

STERLING IS REQUESTED, OF COURSE PROTEC IS CREDITED WITH THE SAME AMOUNT OF EURS; THE DIFFERENCE IS THAT THE RATE OF EXCHANGE IS SET BY PROTEC'S BANKERS; IN OUR CARE TO THE SUBSTANTIAL DETRIMENT OF THE CLIENT, BECAUSE OF THE MORE FAVOURABLE RATE USED BY NATIONWIDE, PROTEC DID NOT SEEM TO UNDERSTAND THIS. (OR PERHAPS DID NOT WISH TO)

9. Would you place an order with us again? Yes No

10. Finally, please allow us the following question:
Could you in good conscience recommend us? Yes No

(BUT SEE QUESTION 8)

If your answer was „yes“, we would like to ask you to provide us with contact details of friends, neighbours, family members or acquaintances who might be interested in our products:

(18 PROPERTIES)

- 1 LAS ADOLFAS / IS ABOUT 33 YEARS OLD AND (ROUGHLY)
- 2 HALF STILL HAVE THE ORIGINAL WINDOWS / DOORS.
- 3 WE WILL RECOMMEND PROTEC IF WE ARE APPROACHED
- 4 BY FELLOW LAS ADOLFAS OWNERS
- 5

Should you have answered question 9 or 10 with „no“, it would be very helpful if you could let us know why. If you prefer, we would be happy to send you one of our qualified staff to discuss the matter personally

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11. May we publish this evaluation on our homepage? Yes No

Eric Almond

Thank you for having taken the time to complete this questionnaire. We sincerely appreciate it, your opinion is really important to us!

If you prefer, we can personally collect this questionnaire.

Kindest regards and we hope you enjoy our products!

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