Customer Satisfaction Questionnaire

Client name: ERIC & MARY ALMOND

Address: APARTMENT 6, 2 LA CANALAS, LAS ANGELES, METAS, COSTA

Quotation No.: HPV 34.1564-4. 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 FALK)
   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?
   ERWIN LAMAS TO SIMON... BUT... 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. CONSIDERATION TO MAKE 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 LET
   TO STAY.

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

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

   [Contact details]

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

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!

André Jensen
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