

Customer Satisfaction Questionnaire

Client name: WILMA HUMPHREYS
 Address: MARINA DE CASALES, FASE 4A-22, 29690
CASALES COSTA
 Date: 29 + 30 OCTOBER 2018 Type of work carried out: REPLACEMENT Windows
+ MOSQUITIERAS.

Please answer the following questions by ticking the appropriate box on a scale of
 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 from the first contact 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 the day?
 5 ☐ 4 ☒ 3 ☐ 2 ☐ 1 ☐
6. How well did we meet your requirements and wishes when the work was being carried out?
 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?
 If so, who was it? LEE + ANDREAS

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

Overall an excellent, first class service. By way of improvement,
I would suggest a couple of things:-
 ① Check with client at outset where brushes, solutions etc can be cleaned/drained i.e. not in a carbon grey frankie sink!!
 ② Take client around each piece of work upon completion to demonstrate/show work.
 ③ Send this questionnaire no sooner than one week after completion of work

9. Would you place an order with us again?

Yes ☒

No ☐

10. Finally, please allow us the following question:
Could you recommend us in good conscience?

Yes ☒

No ☐

11. If your answer to questions 9 and 10 was "yes", we would like to ask you to recommend us to your friends, neighbours, family members or acquaintances who might be interested in our products. We would appreciate a lot and thank you very much in advance!

12. 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 member to discuss the matter personally.

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13. May we publish this evaluation on our homepage?

Yes ☒

No ☐

A honest presentation of our company is important for us. Therefore we promise to publish even negative valuations, what you can check on our website <http://www.protecgrouppain.com/> under "Testimonials".

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

Please give this filled-out questionnaire to one of our employees or sent it to info@grupo-protec.com.

If you prefer, we can also collect it from you personally.

Kindest regards and we hope you enjoy our products!

André Jensen
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Pro Tec Group

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