Customer Satisfaction Questionnaire

Client name: ...  
Address: ...  
Date: 05-11-20  
Type of work carried out: ...........................................

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?  
   Adrian Pacho

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?  
   ...........................................................................................................
   ...........................................................................................................
   ...........................................................................................................
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.

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.protecgrouppspain.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 
   Managing Director 
   Pro Tec Group

   tel: (+34) 952 587 573
   fax: (+34) 952 587 543
   e-mail: info@grupo-protec.com
   www.grupo-protec.com