

Customer Satisfaction Questionnaire

Client name: CHENG (KEN RATMON)

Address: CALLE ANO REAL 20

Date: WITH OUT 2019 Type of work carried out: WINDOWS + DOORS

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 <input checked="" type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
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2. How was the overall quality of our service from the first contact until the finalization of the building project?

5 <input checked="" type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
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3. How punctual were our workmen?

5 <input checked="" type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
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4. How polite and friendly were they?

5 <input checked="" type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
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5. How clean and tidy did they leave their work site at the end of the day?

5 <input checked="" type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
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6. How well did we meet your requirements and wishes when the work was being carried out?

5 <input checked="" type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
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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

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?

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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!

Yes

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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NOT think wrong?
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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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