

Customer Satisfaction Questionnaire

Client name: MICHAEL DOWNIE

Address: LLANO COMISARIO COIN

Quotation No.: Type of work carried out: REPLACE WINDOW

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?
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?

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?

Whilst I appreciate I contacted your company during holiday time, the speed of response to requests for quotation, invoices and so on, was slow.

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

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:

1 I don't know anyone who might be in the market for new

2 windows at present.....

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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

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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