

Customer Satisfaction Questionnaire

Client

SuneLarsson.....

Address: LosAltos.C/12 , La Cala Golf Resort

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QuotationNo.: ..Pe.:/300420134-3.....Type of work carried out:..Inst
Glass Curtains

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?

5X 4 3
2 1

2. How was the overall quality of our service up until the time the fitting started?

5X 4 3 2 1

3. How punctual were our workmen?

3 2 1 5X 4

4. How polite and friendly were they?

3 2 1 5X 4

5. How clean and tidy did they leave their work site at the end of each day?

1 5X 4 3 2

6. If you had concerns during the course of the work being carried out, how well do you
consider we addressed them? 5X

4 3 2 1

7. Was there one particular fitter who you found to be outstanding in his overall manner,
presentation and professionalism with the work?

If so, who was it? Collins and the two who made the installation showed excellent services
from first minute until the installation was completed. Here your company has three good
ambassadors. Take care of them! It took us two years to convince the community to accept
glass curtains. During the last weeks many have been checking our installation. Owners from
our own community but also from Alta Vista Fas 1/2 should be considered as future clients.

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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?

One suggestion or recommendations I would like to mention is the following.

One piece of paper should be left with the client in order to show how the panels should be moved to the right or to the left. A drawing pointing out how the hands should be placed on the panel would secure that all people touching the panels would manage it correctly..

First time I moved the panels the panel left the aluminium frame. Fortunately I was lucky to move it back into the right position. Collins and the installation team told me how to move the panels by keeping one hand on the middle of the panel. It took me a couple of days to forget their instruction. With a written one piece of instruction I assume the number of service calls would be close to a minimum

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9. Would you place an order with us again ?:

YesX

No

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

YesX

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 All owners at Los Altos have been informed about your company, your products etc. A complete set of photos are also with our Administrator Carmen Perez

2 Who is responsible that all installations will be according to the approved standards . Many owners at Alta Vista Fas 1/2 have shown interest and you should also expect contacts from many of them.

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2
3

4

5

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?

YesX

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
Managing Director
Pro Tec Group

