



Customer Satisfaction Questionnaire

Client name: SOFIA HANE

Address: CALLE ROMERAL 38

Date: JULY 18, 2017 Type of work carried out: REPLACE SCREEN DOORS & WINDOWS

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?

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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