

Customer Satisfaction Questionnaire

Client name: STUART DUNN

Address: RONDA BUKIK - ALHAURIN EL GRANDE

Quotation No.: 121120153-3 Type of work carried out: WINDOWS

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 <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 until the finalization of the building project?

5 <input type="checkbox"/>	4 <input checked="" type="checkbox"/>	3 <input type="checkbox"/>	2 <input checked="" 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 each day?

5 <input type="checkbox"/>	4 <input checked="" type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
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6. If you had concerns during the course of the work being carried out, how well do you consider we addressed them?

5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input checked="" 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 with the work?
If so, who was it?

JACK, MARTIN & STEVE - A REAL

CREDIT TO YOUR ORGANISATION

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?

- 1 - DESPITE YOUR FITTERS CORRECTLY MEASURING THE WINDOWS - WHEN REPLACEMENT ARRIVED THEY WERE TOO SMALL - WE WERE TOLD OFFICE AMENDED SIZES!!
- 2 - WE HAVE ORDERED MANY WINDOWS FOR OUR PROPERTY IN THE PAST. IF IT WASN'T FOR MARTIN WE WOULD HAVE ENDED UP WITH A TOTALY DIFFERENT COLOUR.
- 3 - HANDLES & HINGE COVER INCORRECT.

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
- 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

IT SEEMS TO ME THAT THE PEOPLE ON THE GROUND & WHO HAVE CLIENT CONTACT ARE FIRST CLASS - MANAGEMENT NEEDS A SHAKE UP!!

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!

André Jensen
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