



Dear Miss. M. Hamilton. Order Ref: Hamilton 2005 Date:

As a long established local company we are keen to continually improve our service by learning from our customers.

We would appreciate it if you would help us by describing your overall impression of our service from your recent experience with us.

I am delighted with my new kitchen. The workmen were excellent - on time, worked efficiently, tidied up on completion, all very polite & pleasant. More instruction on using the hot plate would have been helpful and is taking some getting used to. I would appreciate the complimentary cleaning pack mentioned in your leaflets particularly as the cleaning materials are somewhat different to the creams etc. I currently use. I would not wish to spoil the surfaces. Many thanks for the service and my compliments to all concerned. I would certainly recommend you.

Please tick the boxes under the appropriate headings to indicate your response to each question.

Showroom experience

Table with 5 columns: Excellent, Good, Average, Poor, Disappointing. Two rows of questions with checkboxes.

Designer experience

Table with 5 columns: Excellent, Good, Average, Poor, Disappointing. Two rows of questions with checkboxes.

PLEASE TURN OVER

Technical Survey & Paperwork

	Excellent	Good	Average	Poor	Disappointing
How did you find the pre-installation survey?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How clear and thorough was our paperwork?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Installation

	Excellent	Good	Average	Poor	Disappointing
How would you describe the standard of installation work?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you describe the overall level of service provided by the fitters?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall

How would you rate our service and your experience?

Excellent	Very Good	Good	Average	Poor	Very Poor	Disappointing
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you recommend our services?

Yes	No
<input checked="" type="checkbox"/>	<input type="checkbox"/>

Many thanks for completing our survey. Your feedback is very much appreciated.

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