



Dear Mr + Mrs Eyres

Order Ref: 0265

Date: 12/11/15

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 answering a few brief questions based on your recent experience.

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

Showroom experience

Excellent Good Average Poor Disappointing

What was your impression of our showroom?

Checkboxes for Excellent, Good, Average, Poor, Disappointing with a checkmark in Excellent.

How would you describe our showroom staff?

Checkboxes for Excellent, Good, Average, Poor, Disappointing with a checkmark in Excellent.

What was the most impressive aspect of your showroom experience?

Horizontal line for answer

How do you feel we could improve this experience?

Horizontal line for answer

Designer experience

Excellent Good Average Poor Disappointing

How effective were we in understanding and interpreting your requirements correctly?

Checkboxes for Excellent, Good, Average, Poor, Disappointing with a checkmark in Excellent.

To what standard were the plans and visuals presented to you?

Checkboxes for Excellent, Good, Average, Poor, Disappointing with a checkmark in Excellent.

Additional comments

Handwritten comment: It was really helpful that you took on board some of our thoughts + also guided us away from poor decision

Technical Survey & Paperwork

Excellent Good Average Poor Disappointing

How did you find the pre-installation survey?

Checkboxes for Excellent, Good, Average, Poor, Disappointing with a checkmark in Excellent.

How clear and thorough was our paperwork?

Checkboxes for Excellent, Good, Average, Poor, Disappointing with a checkmark in Excellent.

Additional comments

Horizontal line for answer

PLEASE TURN OVER

Installation

How would you describe the standard of installation work?

Excellent	Good	Average	Poor	Disappointing
<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?

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

Additional comments

The design & installation were outstanding

Overall

How would you rate our service and your experience?

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

Please describe your overall impression of our service

Very professional with great attention to detail + nothing ever seemed too much trouble.

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

Sometimes we may share this information with our other customers, please tick if you do not want us to share this information

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