

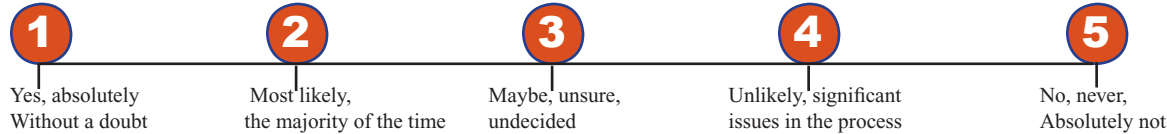
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CUSTOMER SATISFACTION FORM

Instructions: Use the boxes below to give a numerical score from 1 (best) to 5 (worst) [See scale below].
 Use the lines below to give any comments you may have. Return by mail or fax when complete.



WARRANTY EXTENSION

By completing the survey below and returning it to our office you can extend your warranty.

If you have a:		the warranty is extended to:
2 year warranty	→	2 years 3 months
5 year warranty	→	5 years 6 months

	Score		Score		Score
Sales:		Production:		Administrative:	
1) Did the salesman explain all products and procedures to your satisfaction? _____	<input type="checkbox"/>	1) Did the production manager (PM) maintain proper communication with you throughout the job process? _____	<input type="checkbox"/>	1) Was the scheduling of your ESTIMATE handled in a professional manner? _____	<input type="checkbox"/>
2) Were you satisfied with the financing options available? _____	<input type="checkbox"/>	2) Were you confident that the PM could handle your questions and concerns? _____	<input type="checkbox"/>	2) Were all calls to the office handled promptly and in a satisfactory manner? _____	<input type="checkbox"/>
3) Was the salesman prompt, courteous and respectful? _____	<input type="checkbox"/>	3) Were the PM and work crew courteous and respectful? _____	<input type="checkbox"/>	3) Was the scheduling of your JOB accurate? _____	<input type="checkbox"/>
4) Did the salesman meet your expectations? _____	<input type="checkbox"/>	4) Did the PM meet your expectations? _____	<input type="checkbox"/>	4) Was all your paperwork done in a timely and satisfactory manner? _____	<input type="checkbox"/>

OVERALL:

1) Were you satisfied with your experience? _____
 2) What can we do to improve? _____
 3) Did any of our employees provide you with exceptional service? _____