

# Satisfaction Survey



1. Was your salesman knowledgeable about the products and helpful in answering your questions concerning your window or door purchase?

Excellent  Good  Fair  Poor

2. Was your installer prompt in arriving at your home?

Excellent  Good  Fair  Poor

3. Was your installer courteous?

Excellent  Good  Fair  Poor

4. Did your installer use dropcloths and clean up when the job was complete?

Excellent  Good  Fair  Poor

5. Were your windows/doors installed within the time period promised at the time of sale?

Excellent  Good  Fair  Poor

6. Did you receive a visit or follow up phone call from your sales representative after the installation?

Yes  No

*(Arnold Jones)*

7. In your contact with our office staff, were they courteous and helpful?

Excellent  Good  Fair  Poor

8. Were your telephone calls returned in a timely manner?

Excellent  Good  Fair  Poor

*(15/2/3/10)*

9. Please rate your overall experience with Stanek Windows.

Excellent  Good  Fair  Poor

10. Would you recommend Stanek Windows to your friends and neighbors?

Yes  No

Additional Comments: \_\_\_\_\_

*I love my windows; they are everything I expected & more!*

Name: \_\_\_\_\_

*Jane Bender*

Address: \_\_\_\_\_

*Mentor*

Phone: \_\_\_\_\_