

# 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
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:

*We love our new windows & how much money they have saved us in heat bills. They look beautiful & I actually can't wait till they get dirty so I can clean them*

Name: *William & Kathleen Seelholzer*

Address: *Parma OH*

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