

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? *+friendly*
 Excellent Good Fair Poor
4. Did your installer use dropcloths and clean up when the job was complete?
 Excellent Good Fair Poor *was impressed with how clean.*
5. Were your windows/doors installed within the time period promised at the time of sale? *Actually earlier than expected!!*
 Excellent Good Fair Poor
6. Did you receive a visit or follow up phone call from your sales representative after the installation?
 Yes No *(Joe Perri)* *1/2/92*
7. In your contact with our office staff, were they courteous and helpful?
 Excellent Good Fair Poor *N/A*
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: *Had our other window installed '92, very impressed then. Couldn't guess the process to be better, but it was. We're very pleased!*

Name: *Stranhs Mr. + Mrs*

Address: *Cleve 44109*

Phone: _____