

Dear Mr + Mrs Dean

Order Ref: 1100

Date:

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 describing your overall impression of our service from your recent experience with us.

No major complaints at all. Overall, a really exciting & pleasurable experience to go through, feeling in very safe hands. One or two nit-picks:-

Codes on pre-installation paperwork were difficult for customer to understand & therefore a couple of items we should have spotted as not our final choices would have been identified. Not serious.

At installation, I would have liked one or two items which have been adapted to fit the limited space, be pointed out and agreed or charged to suit my wishes. Not serious but I would have probs. made these charges (small).

I think the designer could 'stick their necks out more' to suggest & show small changes alternative style / colour choice if they think it could be more suitable than that chosen by customer, based on their experience. Customer does this so infrequently, they are likely to be very cautious & with designer's guidance, may take slightly bolder choices. Decision to do this would obviously only be done depending on type of customer & designer would need to judge this.

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?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you describe our showroom staff?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Designer experience

	Excellent	Good	Average	Poor	Disappointing
How effective were we in understanding and interpreting your requirements correctly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To what standard were the plans and visuals presented to you?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PLEASE TURN OVER

Technical Survey & Paperwork

	Excellent	Good	Average	Poor	Disappointing
How did you find the pre-installation survey?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How clear and thorough was our paperwork?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Installation

	Excellent	Good	Average	Poor	Disappointing
How would you describe the standard of installation work?	<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?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall

How would you rate our service and your experience?

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

Absolutely lovely surprise to receive flowers after completion. Lovely touch. Thank you!

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

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