

CUSTOMER SATISFACTION SURVEY

'We value your opinion'

Ms Smith

KURRI KURRI NSW 2327

At **Patioworld** we are constantly striving to provide our customers with the highest level of professional service, and to maintain a high standard of workmanship. Your feedback on any aspect of our performance is most welcome as we endeavour to maintain and improve our service to our most valued asset, *our customers*.

	Brilliant	Above Expectation	To Expectation	Below Expectation
Project design	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client communication / Office	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client communication / Installer	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard of workmanship	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Site cleanliness	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			Yes	No
Would you recommend our services to your family and friends?			<input checked="" type="checkbox"/>	<input type="checkbox"/>

General Comments

Impressed with sales flexibility - I signed the contract with Rob at a checkout at Coles!

Prompt & efficient service, continued communication throughout process was appreciated.

Slight hiccup with the down pipe install, but was rectified to my satisfaction. Richard was a courteous & polite gentlemen and a We appreciate you taking the time to complete this survey, to return this form we have tidy & enclosed a stamped self addressed envelope for your convenience. Once again thank you for your feedback and we look forward to being of future service.

Sharon Rosser
Marketing

The patio awning has made our outdoor entertaining space much more comfortable and usable, throughout the whole year. Thankyou!

efficient installer.

27/6/2014	2014139	RI	PC	Richard Thompson
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