

# CUSTOMER SATISFACTION SURVEY

*'We value your opinion'*

Mr & Mrs Winn

FLORAVILLE NSW 2280

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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client communication / Installer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard of workmanship	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Site cleanliness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Yes No

Would you recommend our services to your family and friends?

General Comments

..... Great work Rob - Thanks Paul & Angela  
 ..... Two neighbours have approached us and asked who  
 ..... built our awning & asked if we were happy with the  
 ..... company we used.  
 .....

We appreciate you taking the time to complete this survey, to return this form we have 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

22/4/2014	2013305	RI	PC	Rob Bates
-----------	---------	----	----	-----------