



Dear *Mr & Mrs V. Thomas* Order Ref: *Thomas 1956* Date: *March 2018*

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.

WE WERE VERY HAPPY WITH YOUR STAFF AND YOUR WORKERS DURING OUR RECENT WARDROBE INSTALLATION.

WE CANNOT THANK YOU ENOUGH AND WOULD CERTAINLY RECOMMEND YOUR SERVICES TO A FRIEND. YOUR FITTER LEE DID A WONDERFUL JOB; INFACT WE THOUGHT HE WAS STOPPING THE NIGHT BECAUSE OF THE TIME HE WAS WITH US.

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?

                      

How would you describe our showroom staff?

                      

**Designer experience**

Excellent      Good      Average      Poor      Disappointing

How effective were we in understanding and interpreting your requirements correctly?

                      

To what standard were the plans and visuals presented to you?

                      

**PLEASE TURN OVER**

**Technical Survey & Paperwork**

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

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

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