

CUSTOMER QUESTIONNAIRE



NAME IAN NICHOL

DATE 17 Sept 2016

Thank you for choosing Granite Tops UK as your work surface supplier. Whilst every effort is made to ensure you receive the best possible service, we are always looking for ways to improve.

Please would you be kind enough to take a few minutes to answer this short questionnaire. This will help to ensure that we continue to provide the best possible service.

- ★★★★★ Excellent
- ★★★★☆ Above Average
- ★★★☆☆ Average
- ★★★☆☆ Below Average
- ★★☆☆☆ Poor

Please can you shade in the number of stars to rate the following:-

- 1. Do you feel you were given sufficient advice and information regarding your options on your first contact? ★★★★★
- 2. Did the sales person deal with you in a friendly and professional manner? ★★★★★
- 3. Were you satisfied with the lead times provided? ★★★★★
- 4. Were you satisfied with the notice you were given prior to templating and installation? ★★★★★
- 5. Did the templater thoroughly discuss your work surface design requirements? ★★★★★
- 6. Was the installation carried out in a professional manner? ★★★★★
- 7. Were you satisfied with the overall job on completion? ★★★★★

We appreciate you taking the time to complete this questionnaire. If there are any further comments please write them in the space provided.

ADDITIONAL COMMENTS:

The template work and installation were both carried out to the highest of standards. All workers gave sound helpful advice throughout their visits and should be congratulated on their professionalism. Many thanks!