

CUSTOMER QUESTIONNAIRE



NAME MRE MRS E. WORTHINGTON DATE 3rd DECEMBER 2018

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:

We would like to say a "big thankyou" to all the team for the friendly, courteous and professional way our order was processed from start to finish, we are delighted with our kitchen work tops and we would not hesitate to recommend Granite Tops UK