

Customer Satisfaction Survey

In pursuit of excellence, we are always interested in the opinions of our customers. This survey will help us understand what we do well and where we can improve. Thank you in advance for completing it. Your candid responses are important to us! Your responses will be held confidential.

Your Name Nancy
 Address St. Louis, MO Ave. 63109
 Phone _____
 E-mail _____

Job # 7019

1. How did you first learn about Graniterra (formerly European Tile and Marble)? (Circle one)

- Referral from a friend or Family Internet Magazine advertising Trade show
 Newspaper advertising Yellow Pages Mail advertising Other Saw building

2. Overall, which of the following best describes your level of satisfaction? Would you say you were (Circle one):

- Very satisfied Somewhat satisfied Somewhat dissatisfied Very Dissatisfied

3. Compared to competitors, would you say Graniterra is... (Circle one please)

- Did not go to competitor
 Much more expensive A little more expensive About the same price A little less expensive Much less expensive?

4. If you chose Graniterra for another project, would you use the same sales person? Yes No

5. Please explain why you would or would not use the same sales person? He was friendly, competent and helpful.

6. What did you like most about using Graniterra? The showroom is beautiful! The staff was friendly. The stone work is beautiful.

7. What did you like least about using Graniterra? Nothing, I was fully satisfied!

8. Thinking about your overall experience, describe your willingness to recommend a friend or family member? Circle one please.

- Definitely would recommend Probably would recommend Probably would not recommend Definitely would not recommend

9. Are there other comments or thoughts you would like to express about Graniterra? Do you have any other suggested improvements?

This was a very small project, but it was handled very carefully and professionally.

10. Do you expect to start any other home renovation projects in the next year or two? Yes No

11. Which of the following most closely approximates the value of your home?

Less than \$100,000 / \$100,000-\$249,999 / \$250,000-\$499,999 / \$500,000-\$749,999 / \$750,000-\$999,999 / \$1M+

12. Using the chart below, please rate the attributes shown on the left with the term that best describes our service.

	Outstanding	Good	Average	Unsatisfactory
Quality of the work	✓			
Customer Service	✓			
Installation	✓			
Value for <i>your</i> money	✓			
Attention to detail	✓			
Project management	✓			
Responsiveness to your needs	✓			
Timeliness	✓			
Location of the showroom	✓			
Appearance of the showroom	✓			
Friendliness of the sales person	✓			
Sales person's knowledge	✓			
Professionalism of the sales person	✓			
Friendliness of the Installer(s)				
Professionalism of the installer(s)				
Clean-Up after installation				

There was no installation necessary.

Thank you for completing our Quality Assurance Survey!