

Emily - come take pics! Thanks again You guys are great!  
- Carol



# 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 Carol  
 Address [redacted]  
St. Louis MO 63122  
 Phone [redacted]  
 E-mail [redacted]

**Job # 6194**

- How did you first learn about Graniterra (formerly European Tile and Marble)? (Circle one)  
 Referral from a friend or Family Newspaper advertising   
  Internet Yellow Pages   
  Magazine advertising Mail advertising   
  Trade show Other \_\_\_\_\_
- 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
- Compared to competitors, would you say Graniterra is... (Circle one please)  
 Much more expensive   
 A little more expensive   
 About the same price   
 A little less expensive   
 Much less expensive?
- If you chose Graniterra for another project, would you use the same sales person?  Yes     No
- Why do you say you would or would not use the same sales person? Very thorough, detailed, & a pleasure to work with
- What did you like most about using Graniterra?  
Kevin - having one person for all installation was great. He is the Best!
- What did you like least about using Graniterra?  
liked it all
- 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
- Are there other comments or thoughts you would like to express about Graniterra? Do you have any other suggested improvements?  
Highly recommend. Best service provider I have ever experienced!
- Do you expect to start any other home renovation projects in the next year or two?    Yes     No
- 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	X+			
Customer Service	X			
Installation	X			
Value for your money	X			
Attention to detail	X			
Project management	X			
Responsiveness to your needs	X+			
Timeliness	X			
Location of the showroom	X			
Appearance of the showroom	X			
Friendliness of the sales person	X (2)			
Sales person's knowledge	X			
Professionalism of the sales person	X			
Friendliness of the Installer(s)	X+			
Professionalism of the installer(s)	X+			
Clean-Up after installation	X+			

Thank you for completing our Quality Assurance Survey!