

# 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 RICHARD  
 Address ST. LOUIS MO 63123  
 Phone \_\_\_\_\_  
 E-mail \_\_\_\_\_

Job #6054 & 6086

1. 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 By HENRY'S PLUMB.

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)

- 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. Why do you say you would or would not use the same sales person? friendly, professional, returns calls *phone*

6. What did you like most about using Graniterra?  
Selection process, participating in the templating process

7. What did you like least about using Graniterra?  
NOTHING

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?

BEST EXPERIENCE. HAVE MENTIONED YOUR COMPANY MANY TIMES TO OTHERS.

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 your 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	✓			



I LOVE MY GRANITE KITCHEN COUNTER AND my Bathroom  
 Thank you so much.

THANK YOU JENNIFER.

AND FOR THE MAGAZINE!

Thank you for completing our Quality Assurance Survey!