

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 _____
 Address _____
 Phone _____
 E-mail _____

Job # 7410

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 _____

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. Please explain why you would or would not use the same sales person? I worked with Alex but interacted with other staff in a very satisfactory manner.

6. What did you like most about using Graniterra?
Project planning, follow through and delivery.

7. What did you like least about using Graniterra?

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?

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	✓			
<u>Friendliness of the installer(s)</u>	✓			
Professionalism of the installer(s)	✓			
Clean-Up after installation	✓			

*It's beautiful, Alex!
 Thank you!*

Thank you for completing our Quality Assurance Survey!