

# 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 Sue [redacted]  
 Address Valley Park, MO 63088  
 Phone [redacted]  
 E-mail \_\_\_\_\_

**Job # 7406**

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 stopped in at Manchester Location

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? personable, knowledgeable, precise, accessible

6. What did you like most about using Graniterra?

cleanliness, preciseness, Timeliness, humor, thoughtfulness

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?

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

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	✓			

Thank you for completing our Quality Assurance Survey!