

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 Cheryl
 Address Fairview Hgts, IL 62208
 Phone _____
 E-mail _____

Job # 6883

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 _____
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? Alex was so helpful & nice.
6. What did you like most about using Graniterra?
There was not one thing we did not like.
7. What did you like least about using Graniterra?
Nothing great experience.
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?
Thanks for the magazine.
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	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			
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!