

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: AL + CAROL
 Address: WILDWOOD, MO 63038
 Phone: _____
 E-mail: _____

Job #6600 & 6662

1. How did you first learn about Graniterra (formerly European Tile and Marble)? (Circle one)

- General 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
- Don't know - We're impressed with Ryan's presentation at the Home Show on 2/26/10 & just decided to go with Graniterra!*

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?
Good communication skills, Personable, Knowledgeable, Like his architectural background

6. What did you like most about using Graniterra?
SKILL level of all employees, & their attention to detail (Kevin, Kaleb, Justin, Don)

7. What did you like least about using Graniterra?
No negative experiences to report

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. Please share other comments or thoughts you would like to express about Graniterra? Do you have any other suggested improvements?

Enjoyed visiting your showroom on Manchester - Provided us with lots of ideas

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 <i>your</i> 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!