

CUSTOMER SATISFACTION SURVEY

INITIAL OUTREACH	Rating 1-5
Was our office staff helpful and courteous?	<input type="text"/>
Did our office staff return your call or respond to your request promptly?	<input type="text"/>
Was an initial inspection scheduled in a timely manner?	<input type="text"/>
Were you provided with the results of the initial inspection?	<input type="text"/>
Were the results of the initial inspection clearly explained and outlined?	<input type="text"/>
Was the scope of the work clearly outlined before work began?	<input type="text"/>
Were the financing terms clearly and explicitly outlined before the start of the work?	<input type="text"/>
PROJECT PHASE	Rating 1-5
Were the materials used the same ones outlined in the contract?	<input type="text"/>
Was the work performed in accordance with the project timeline set forth in the contract?	<input type="text"/>
Was the project's progress clearly and consistently communicated to you?	<input type="text"/>
Was the construction team courteous and respectful at all times?	<input type="text"/>
Did the team do their best to minimize disruption both to your household and your neighbors?	<input type="text"/>
Did the team do their best to minimize damage to surrounding landscaping?	<input type="text"/>
Did the team follow appropriate safety guidelines?	<input type="text"/>
PROJECT COMPLETION	Rating 1-5
Did the team complete all work tasks outlined in the contract?	<input type="text"/>
Did the team clean up after the work was completed?	<input type="text"/>
Did the team allow you to inspect the work once it was complete?	<input type="text"/>
Did the company follow up with you after project completion?	<input type="text"/>



CUSTOMER SATISFACTION SURVEY

ADDITIONAL COMMENTS

