



Thank you for selecting Slaughterbeck Floors as your flooring professional. We value our customers' opinions about the quality of our service. In an effort to improve our service, we would like to ask you to take a few moments to complete this questionnaire. Your input is valuable to our commitment to quality!

Please evaluate the following on a scale of 1 - 10 using the following as a guide:

- 10 = Excellent / Completely Satisfactory
- 5 = Satisfactory
- 1 = Needs Major Improvement / Completely Dissatisfied

**Sales and Service:**

1 2 3 4 5 6 7 8 9 10 Did we answer your questions?

1 2 3 4 5 6 7 8 9 10 Did we know our product? ?

→ BUT PRODUCT MATCHED EXISTING FLOORING BEST OF ALL

1 2 3 4 5 6 7 8 9 10 Did we follow-up on details?

**Office Staff:**

1 2 3 4 5 6 7 8 9 10 Were we helpful and courteous to you?

1 2 3 4 5 6 7 8 9 10 Were responses to your questions satisfactory?

**Workmen:**

1 2 3 4 5 6 7 8 9 10 Was their appearance appropriate?

1 2 3 4 5 6 7 8 9 10 Was their attitude pleasant?

1 2 3 4 5 6 7 8 9 10 Was your home left to your satisfaction?

} GREAT!

How did you hear about our company? ON-LINE GOOGLED, COMPARED WITH TWO OTHER LOCAL COMPANIES.

Please give us detail, comments, or any suggestions you would like to add:

JIM WAS VERY KNOWLEDGEABLE AND PATIENT. JOE & TEAM WERE EXCELLENT.

THE ONLY THING I WOULD RECOMMEND IS HIS COMING AROUND TO 'INSPECT' THE FINAL JOB. NOT NECESSARY - BUT A GOOD PR PLOY.

Could we use you as a reference for other potential clients? YES  
14878

Thank you for your time. Your business and input are sincerely appreciated!

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