

CLIENT EVALUATION FORM

Dear _____ :

We are constantly seeking ways and means to improve the quality of our service. If we have failed to live up to your expectations, we hope you will tell us why so that we can please you in the future.

Please answer the following questions and mail to us in the envelope provided.

- | | Excellent | Good | Poor |
|---|-----------|------|------|
| • Was the showroom visitation conducted to your satisfaction? | | | |
| • Was the designer/consultant helpful? | | | |
| • Was the designer/consultant available when needed? | | | |
| • Were tradespeople neat and clean? | | | |
| • Was the jobsite maintained in a neat and orderly way? | | | |
| • Was the project completed in a satisfactory manner? | | | |
| • Was the project completed on schedule? | | | |
| • Were your communications with our company handled satisfactorily? | | | |
| • Would you recommend our company to your friends? | | | |

Any other comments?

If any of your friends or acquaintances are interested in any of our products or services, may we use your name as a reference? Yes (Please list the name and address of the interested person.)

Thank you very much for the above information. We sincerely hope we can be of service to you again in the future.

Sincerely,

Company Name

Signed by President or Owner of Firm
