

Customer Survey

Please complete this short survey to help us improve our operations

	Circle One				
	Poor				Excellent
Response to my initial inquiry.....	1	2	3	4	5
Knowledge of my salesperson.....	1	2	3	4	5
Professionalism of my salesperson.....	1	2	3	4	5
Handling of logistics (schedule, etc).....	1	2	3	4	5
Professionalism of installers.....	1	2	3	4	5
Cleanliness of jobsite.....	1	2	3	4	5
Quality of workmanship.....	1	2	3	4	5
Communication throughout the process....	1	2	3	4	5
My overall satisfaction.....	1	2	3	4	5
My intent to refer others to Classic.....	1	2	3	4	5

→ 1 day a new employee wore a confederate flag T-shirt, otherwise 5

The main reason I chose Classic instead of my 2nd choice was: quality of previous installations, care & responsiveness & patience of your sales person, lifetime warranty, professionalism & reputation of company

I'm not planning to actively market for you, but will certainly share my high satisfaction w/ interested neighbors & friends.

The best part of this experience has been: Workmanship. Attention to detail & dedication to making us happy & making the overall aesthetic of the house excellent.

One thing I wish my salesperson had done differently: N/A

One thing I wish the installers had done differently: _____

I also greatly appreciate the extremely professional & fair approach with regard to change orders. Wood replacement costs were discussed up front & I did not feel as if you were trying to take advantage of us with high markups on the additional work.