

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

The main reason I chose Classic instead of my 2nd choice was: I had no 2nd choice. Classic was the only roofing system I would consider putting on my house.

The best part of this experience has been: Seeing the difference a metal roof has made in the appearance of my house.

One thing I wish my salesperson had done differently: Joe Knifer was very helpfull by meeting me after I got off work. He kept me informed as they were finishing a job & working around the weather

One thing I wish the installers had done differently: These guys worked some hot long days to get the work done before it started raining again. Every day they asked if I had any questions or concerns about the job. Getting the roof done right and to my satisfaction seemed more important to them then getting it done quickly so that they could on to the next job.