

# 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 2<sup>nd</sup> choice was: TESTIMONIALS  
AND REPUTATION

The best part of this experience has been: being the envy of my  
NEIGHBORS.

One thing I wish my salesperson had done differently: Nothing

One thing I wish the installers had done differently: Nothing