

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

The main reason I chose Classic instead of my 2nd choice was: sales person; printed materials

The best part of this experience has been: work on roof valley area.

One thing I wish my salesperson had done differently: _____

One thing I wish the installers had done differently: _____