

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: _____

 The metal samples and our research into
 the company and other people's experience

The best part of this experience has been: _____

 The end result - the roof looks nice

One thing I wish my salesperson had done differently: _____

 Lower the price

One thing I wish the installers had done differently: _____

 Worked on a Saturday if the weather
 had been bad during the week.
