

Filled-In By: _____
 Company: _____



Date of Completion:
 ____ / ____ / ____

Manufacturers of Fine Residential & Commercial Custom Windows, Doors & Trim

CUSTOMER SATISFACTION SURVEY

Please fill-in all items as completely as possible

First, we would like to thank you for your continuing support and patronage for Century Woodwork Inc. We wish to continually strive to meet as many of the needs as we can for our customers. Please take a second and fill-out this survey to let us know how we are performing. Feel free to attach additional comments / questions on a separate sheet of paper if desired.

When finished, simply fax to our offices @ 770-939-4115, or you may send correspondences to the address at the bottom of the page. If you prefer, you may also scan it and e-mail to: gene@centurywoodwork.com. Thanks again!

(circle boxes with corresponding rating 1-5, 1 being "completely disappointed" & 5 being "totally satisfied")

- | | | | | | |
|---------------------------------|-------|-------|-------|-------|-------|
| 1. Quality of Materials: | [1] | [2] | [3] | [4] | [5] |
| 2. Quality of Craftsmanship: | [1] | [2] | [3] | [4] | [5] |
| 3. Timely Delivery: | [1] | [2] | [3] | [4] | [5] |
| 4. Knowledge of Inside Sales: | [1] | [2] | [3] | [4] | [5] |
| 5. Helpfulness of Staff: | [1] | [2] | [3] | [4] | [5] |
| 6. Competitive Pricing: | [1] | [2] | [3] | [4] | [5] |
| 7. Product Variety: | [1] | [2] | [3] | [4] | [5] |
| 8. Product Availability: | [1] | [2] | [3] | [4] | [5] |
| 9. Engineered Drawings: | [1] | [2] | [3] | [4] | [5] |
| 10. Timeliness of Quoting: | [1] | [2] | [3] | [4] | [5] |
| 11. Invoice Reception: | [1] | [2] | [3] | [4] | [5] |
| 12. Response to Warranty Items: | [1] | [2] | [3] | [4] | [5] |
| 13. Overall Performance Rating: | [1] | [2] | [3] | [4] | [5] |

Additional Comments on What We Do Well:

Areas to Improve or Product Suggestions:

