**Customer Satisfaction Survey**

We are always looking for ways to improve the quality of our services. As a valued customer, your input is very important to us. By completing this survey, you can help us to improve our business and learn how to serve you, and our future customers more effectively. Can you please take a few moments to complete this brief survey and return either by fax or mail. Thank you for choosing Hughen Plastering.

Name: Phone: ( )

Address: Date:

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| --- | --- |
| 1. How would you rate your overall level of satisfaction? | \_\_\_Excellent \_\_\_Good \_\_\_Average \_\_\_Poor |
| 1. How would you rate our employees’ professionalism? | \_\_\_Excellent \_\_\_Good \_\_\_Average \_\_\_Poor |
| 1. How would you rate the quality of our work? | \_\_\_Excellent \_\_\_Good \_\_\_Average \_\_\_Poor |
| 1. How would you rate our timeliness and responsiveness?   **-** Were your phone calls returned in a  timely manner?  **-** Was the job started in the timeframe  agreed upon?  **-** Was the job completed in the  timeframe agreed upon? | \_\_\_Yes \_\_\_No \_\_\_N/A  \_\_\_Yes \_\_\_No \_\_\_N/A  \_\_\_Yes \_\_\_No \_\_\_N/A |
| 1. Was the job cleaned up to your satisfaction after every workday and after completion? |  |
| 1. What could we have done better? |  |
| 1. How did you hear about Hughen Plastering? Who referred you to us? |  |
| 1. Would you recommend Hughen Plastering in the future? | \_\_\_Yes \_\_\_No |
| 1. May we use your name and phone number on our reference list? | \_\_\_Yes \_\_\_No |
| 1. Would you allow us to show your home to prospective clients? | \_\_\_Yes \_\_\_No |
| Any Additional Comments: |  |