

A L M Window & Door Inc.

Homeowner Survey

Homeowner Name: Mellie G. BAKISTRIERI
 Address: 4336 OHIO ST, S.D.

Date Work Performed: 9-18-06
 A L M Sales Rep: ROSS MURRAY

A Performance Evaluation is used by A L M Window & Door Inc. to objectively evaluate our company's performance. After completion of this evaluation it is to be reviewed and discussed within the company for improvement. The following ranking system should be applied as objectively as possible within each area:

- 5 Outstanding: Excellent Performance that far exceeded your expectations.
- 4 Very Good: Above average performance that exceeded your expectations.
- 3 Average: Acceptable performance that meets expectations.
- 2 Below Average: Minimally acceptable performance that meets some of your expectations.
- 1 Unsatisfactory: Unacceptable performance that does not meet your expectations.

Area 1- Bidding Process

Responsiveness

	Circle One:					Comments:
<input type="checkbox"/> A. Returned bid quickly	1	2	3	4	5	_____
<input checked="" type="checkbox"/> B. Bid contained all necessary information	1	2	3	4	5	_____
<input checked="" type="checkbox"/> C. Bid was easy to understand	1	2	3	4	5	_____
<input type="checkbox"/> D. A L M communicated effectively	1	2	3	4	5	_____
<input type="checkbox"/> E. Would rate overall Responsiveness	1	2	3	4	5	_____

Professionalism

<input type="checkbox"/> A. Representative was knowledgeable	1	2	3	4	5	_____
<input type="checkbox"/> B. Representative was responsive to needs	1	2	3	4	5	_____
<input type="checkbox"/> C. A L M treated you with respect	1	2	3	4	5	_____
<input type="checkbox"/> D. A L M answered all questions	1	2	3	4	5	_____
<input type="checkbox"/> E. A L M's input was Relevant & Helpful	1	2	3	4	5	_____
<input type="checkbox"/> F. Would rate overall Professionalism	1	2	3	4	5	_____

Pricing

<input type="checkbox"/> A. Pricing for bid was comparable to competition for equal quality product and service	1	2	3	4	5	_____
<input type="checkbox"/> B. Value of product & service is in line with pricing	1	2	3	4	5	_____

Area 2-Installation

<input type="checkbox"/> A. Did Installers arrived on time and prepared for job	1	2	3	4	5	_____
<input type="checkbox"/> B. Installers took necessary precautions to prevent damage to my home	1	2	3	4	5	_____
<input type="checkbox"/> C. Installers acted in a professional and courteous manner	1	2	3	4	5	_____
<input type="checkbox"/> D. Installers kept me informed of the progress	1	2	3	4	5	_____
<input type="checkbox"/> E. Installers completed the job in expected amount of time	1	2	3	4	5	_____
<input type="checkbox"/> F. Installers cleaned windows & work areas	1	2	3	4	5	_____
<input type="checkbox"/> G. Installers hauled away all trash	1	2	3	4	5	_____
<input type="checkbox"/> H. Proper operation and cleaning instructions reviewed on all products	1	2	3	4	5	_____

Area 3-Overall Performance

<input type="checkbox"/> A. A L M met my expectations based on what I was told they would/wouldn't do	Yes	No	_____			
<input type="checkbox"/> B. I would refer A L M to a friend or neighbor	Yes	No	_____			
<input type="checkbox"/> C. I would use A L M again if needed	Yes	No	_____			
<input type="checkbox"/> D. I am completely happy with the service provided by A L M	Yes	No	_____			
<input type="checkbox"/> E. I feel secure in my purchase from A L M	Yes	No	_____			
<input type="checkbox"/> F. Did you receive letter explaining the "Referral Program"	Yes	No	_____			
<input type="checkbox"/> G. Compared to the Competition, I would rate A L M overall	1	2	3	4	5	_____

How did you find A L M Window & Door Inc.?

Telephone Directory (yellow pages)

Can A L M post your survey without your address on it's website?

Yes No _____

Can A L M use you as a referral for other potential customers?

Yes No _____

Comments: _____

