

A L M Window & Door Inc.
Homeowner Survey

Homeowner Name: Silvia & Julio Bello
Address: 1144 Atwater St S.D.CA 92154

Date Work Performed: 5/22/06
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:	
A. Returned bid quickly	1	2	3	4	5	_____
B. Bid contained all necessary information	1	2	3	4	5	_____
C. Bid was easy to understand	1	2	3	4	5	_____
D. A L M communicated effectively	1	2	3	4	5	_____
E. Would rate overall Responsiveness	1	2	3	4	5	_____

Professionalism

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

Pricing

A. Pricing for bid was comparable to competition for equal quality product and service	1	2	3	4	5	_____
B. Value of product & service is in line with pricing	1	2	3	4	5	_____

Area 2-Installation

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

Area 3-Overall Performance

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

Recommendation from Jimmy Bello / T.M. COBB
Riverside, CA

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: Ross was very informative and helpful.
We are very pleased with the level of customer service and workmanship of your installers.
Thank you.