

# A L M Window & Door Inc.

## Homeowner Survey

Homeowner Name: RUFHANN BOSTERCI  
 Address: 915 CAMINITO ESTRADA - CARLSBAD 92011

Date Work Performed: 12-7-06  
 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 | <u>4</u> | 5 |           |
| B. Bid contained all necessary information | 1           | 2 | 3 | <u>4</u> | 5 |           |
| C. Bid was easy to understand              | 1           | 2 | 3 | <u>4</u> | 5 |           |
| D. A L M communicated effectively          | 1           | 2 | 3 | <u>4</u> | 5 |           |
| E. Would rate overall Responsiveness       | 1           | 2 | 3 | <u>4</u> | 5 |           |

#### Professionalism

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

#### Pricing

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

### Area 2-Installation

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

### Area 3-Overall Performance

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

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

THROUGH NEIGHBORS

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:

EVEN THOUGH THE ORIGINAL INSTALLATION DATE WAS NOT MET, ROSS AND THE INSTALLERS WENT OUT OF THEIR WAY TO BE SURE I WAS COMPLETELY SATISFIED WITH THE NEW BOOKING DATE, DID AN OUTSTANDING JOB & WERE TIMELY IN INSTALLING ALL MY WINDOWS/DOOR WITH NO MESS ON THE NEW DATE PROMISED. I ALSO LIKED ROSS DOUBLE CHECKING