

# A L M Window & Door Inc.

## Homeowner Survey

Homeowner Name : \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Date Work Performed: 9-14-06  
 A L M Sales Rep: Ross Murray

A Performance Evaluation 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	Yes	No	_____			
B. I would refer A L M to a friend or neighbor	Yes	No	_____			
C. I would use A L M again if needed	Yes	No	_____			
D. I am completely happy with the service provided by A L M	Yes	No	_____			
E. I feel secure in my purchase from A L M	Yes	No	_____			
F. Did you receive letter explaining the "Referral Program"	Yes	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.?

Very satisfactory

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: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_