

A L M Window & Door Inc.

Homeowner Survey

Homeowner Name : Norma Bishop

Date Work Performed: 9/03

Address: _____

A L M Sales Rep: _____

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:

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

Area 1- Bidding Process

Responsiveness

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

Professionalism

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

Pricing

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

Area 2-Installation

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

Area 3-Overall Performance

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

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

Can A L M post your survey with out your address on it's website? Yes No _____

Comments: We were very pleased.