

# A L M Window & Door Inc.

## Homeowner Survey

Homeowner Name : Clorinda Espinosz

Date Work Performed: 4/6/05

Address: 9114 Calle Lucia, LKSD, CA 97040

A L M Sales Rep: Ross

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:

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

### Area 1- Bidding Process

#### Responsiveness

	Mark One					Comments:
A. Returned bid quickly	1	2	3	4	5	<u>Bidding done through H.O.A.</u>
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	<input checked="" type="checkbox"/> 2	3	4	5	_____
B. Representative was responsive to needs	1	<input checked="" type="checkbox"/> 2	3	4	5	_____
C. A L M treated you with respect	1	<input checked="" type="checkbox"/> 2	3	4	5	_____
D. A L M answered all questions	1	<input checked="" type="checkbox"/> 2	3	4	5	_____
E. A L M's input was Relevant & Helpful	1	<input checked="" type="checkbox"/> 2	3	4	5	_____
F. Would rate overall Professionalism	1	<input checked="" type="checkbox"/> 2	3	4	5	_____

#### Pricing

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

### Area 2-Installation

A. Did Installers arrived on time and prepared for job	1	2	<input checked="" type="checkbox"/> 3	4	5	_____
B. Installers took necessary precautions to prevent damage to my home	1	<input checked="" type="checkbox"/> 2	3	4	5	_____
C. Installers acted in a professional and courteous manner	1	<input checked="" type="checkbox"/> 2	3	4	5	_____
D. Installers kept me informed of the progress	1	<input checked="" type="checkbox"/> 2	3	4	5	_____
E. Installers completed the job in expected amount of time	1	<input checked="" type="checkbox"/> 2	3	4	5	_____
F. Installers cleaned windows & work areas	1	<input checked="" type="checkbox"/> 2	3	4	5	_____
G. Installers hauled away all trash	1	<input checked="" type="checkbox"/> 2	3	4	5	_____
H. Proper operation and cleaning instructions reviewed on all products	1	2	<input checked="" type="checkbox"/> 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="checkbox"/> Yes	No	_____			
B. I would refer A L M to a friend or neighbor	<input checked="" type="checkbox"/> Yes	No	_____			
C. I would use A L M again if needed	<input checked="" type="checkbox"/> Yes	No	_____			
D. I am completely happy with the service provided by A L M	<input checked="" type="checkbox"/> Yes	No	_____			
E. I feel secure in my purchase from A L M	<input checked="" type="checkbox"/> Yes	No	_____			
F. Did salesperson explain the "Referral Program"	Yes	<input checked="" type="checkbox"/> No	_____			
G. Compared to the Competition, I would rate A L M overall	1	<input checked="" type="checkbox"/> 2	3	4	5	_____

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

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

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_