

# A L M Window & Door Inc.

## Homeowner Survey

Homeowner Name : Charles Flowers

Date Work Performed: \_\_\_\_\_

Address: 2050 Pacific Beach Dr, #205, SD, CA 92109

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:

- |          |                        |   |
|----------|------------------------|---|
| <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	<b>3</b>	4	5	<u>Not an A L M problem, caused by Manuf.</u>
B. Bid contained all necessary information	1	2	3	4	5	_____
C. Bid was easy to understand	<b>1</b>	2	3	4	5	_____
D. A L M communicated effectively	<b>1</b>	2	3	4	5	_____
E. Would rate overall Responsiveness	1	<b>2</b>	3	4	5	_____

#### Professionalism

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

#### Pricing

A. Pricing for bid was comparable to competition for equal quality product and service	1	<b>2</b>	3	4	5	<u>I interviewed a lot of companies-chose</u>
B. Value of product & service is in line with pricing	1	<b>2</b>	3	4	5	<u>A L M believing in its integrity.</u>

### Area 2-Installation

A. Did Installers arrived on time and prepared for job	<b>1</b>	2	3	4	5	_____
B. Installers took necessary precautions to prevent damage to my home	<b>1</b>	2	3	4	5	_____
C. Installers acted in a professional and courteous manner	<b>1</b>	2	3	4	5	_____
D. Installers kept me informed of the progress	<b>1</b>	2	3	4	5	_____
E. Installers completed the job in expected amount of time	<b>1</b>	2	3	4	5	_____
F. Installers cleaned windows & work areas	<b>1</b>	2	3	4	5	_____
G. Installers hauled away all trash	<b>1</b>	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	<b>Yes</b>	No	<u>Not certain of how may home owners went</u>			
B. I would refer A L M to a friend or neighbor	<b>Yes</b>	No	<u>ahead and ordered slider doors and windows</u>			
C. I would use A L M again if needed	<b>Yes</b>	No	_____			
D. I am completely happy with the service provided by A L M	<b>Yes</b>	No	_____			
E. I feel secure in my purchase from A L M	<b>Yes</b>	No	_____			
F. Did salesperson explain the "Referral Program"	Yes	No	_____			
G. Compared to the Competition, I would rate A L M overall	<b>1</b>	2	3	4	5	_____

How did you find A L M Window & Door Inc.? Spent one entire morning interviewing companies-Clyde Gartley went with me.

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

Comments: As a former employee of Nordstrom, I learned C/S. Now I teach it-So I know when I'm getting good C/S.