

# A L M Window & Door Inc.

## Homeowner Survey

Homeowner Name :     **Marc Foley**    

Date Work Performed:     7/05    

Address:     **6853 Via Verano, Calrsbad, CA 92009**    

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	<input type="checkbox"/> 2	3	4	5	_____
B.	Bid contained all necessary information	1	<input type="checkbox"/> 2	3	4	5	_____
C.	Bid was easy to understand	1	<input type="checkbox"/> 2	<input checked="" type="checkbox"/> 3	4	5	<i>Difficult to understand appriviations</i>
D.	A L M communicated effectively	1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	4	5	_____
E.	Would rate overall Responsiveness	1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	4	5	_____

#### Professionalism

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

#### Pricing

A.	Pricing for bid was comparable to competition for equal quality product and service	1	<input type="checkbox"/> 2	3	4	5	<i>About \$200.00 less than competion/window.</i>
B.	Value of product & service is in line with pricing	1	<input type="checkbox"/> 2	3	4	5	_____

#### Area 2-Installation

A.	Did Installers arrived on time and prepared for job	1	2	<input checked="" type="checkbox"/> 3	4	5	<i>Arrival of time unsure</i>
B.	Installers took necessary precautions to prevent damage to my home	1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	4	5	_____
C.	Installers acted in a professional and courteous manner	1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	4	5	<i>Very nice and understanding</i>
D.	Installers kept me informed of the progress	1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	4	5	<i>Not really home for reponses when they left.</i>
E.	Installers completed the job in expected amount of time	1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	4	5	_____
F.	Installers cleaned windows & work areas	1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	4	5	<i>Paint stains on grass and sidewalk</i>
G.	Installers hauled away all trash	1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	4	5	_____
H.	Proper operation and cleaning instructions reviewed on all products	1	2	3	4	<input checked="" type="checkbox"/> 5	<i>Didn't happen</i>

#### 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	No	<i>Some misunderstandings</i>			
B.	I would refer A L M to a friend or neighbor	<input type="checkbox"/> Yes	No	_____			
C.	I would use A L M again if needed	<input type="checkbox"/> Yes	No	_____			
D.	I am completely happy with the service provided by A L M	<input type="checkbox"/> Yes	No	_____			
E.	I feel secure in my purchase from A L M	<input type="checkbox"/> Yes	No	_____			
F.	Did salesperson explain the "Referral Program"	<input type="checkbox"/> Yes	No	_____			
G.	Compared to the Competition, I would rate A L M overall	1	2	<input type="checkbox"/> 3	4	5	_____

How did you find A L M Window & Door Inc.?     **Referral by Linda and Mike Foley**    

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

Comments:     **Overall I Am happy with A L M Window, but think communication on paperwork, arrival time, and installation clean-up could be imporved and/or explained better. Thanks and hope to do work with you again.**