A L M Window & Door Inc.
Homeowner Survey

Homeowner Name : ***Shirley Harshman*** | Date Work Performed: 2/14/05

Address: ***9505 Jeremy St., Santee, CA 92071*** | 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:

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	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	*You hire nice guys!*
B. Installers took necessary precautions to prevent damage to my home	[1]	2	3	4	5	*Fixed our foundation under the sliders*
C. Installers acted in a professional and courteous manner	[1]	2	3	4	5	*and did a wonderful job.*
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 salesperson explain the "Referral Program"		Yes		[No]		*If so, I forgot it!*
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.? *Better Business Bureau Directory*

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

Comments: *We live in a noisy area with a service road behind our property. The windows and sliders have greatly reduced the noise getting inside.*

As I write, our neighbor is having a tree cut down in their front yard, and we can barely hear it in our home. What a change!