

# A L M Window & Door Inc.

## Homeowner Survey

Homeowner Name : James P. Miller

Date Work Performed: 6/05

Address: 2579 Seascaple Clen Esc. 92026

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	_____
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	<u>Newman Replacement was a loss.</u>
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	_____
B. Installers took necessary precautions to prevent damage to my home	1	2	3	4	5	_____
C. Installers acted in a professional and courteous manner	1	2	3	4	5	_____
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	<u>See Below.</u>
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	_____			
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.? Referred by Shea Homes

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

Comments: Original installation there was one cracked window. The replacement team was not as thorough as the

primary installers. The replacement team did scratch one door. A L M handled cracked window and scratched

door quickly and satisfactorily.