

A L M Window & Door Inc.

Homeowner Survey

Homeowner Name : Don and Sharon Vaughn

Date Work Performed: 9-2 and 3

Address: _____

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	<u>More info than other company's gave, loved</u>
C.	Bid was easy to understand	1	2	3	4	5	<u>the breakdown for each window.</u>
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>One company quoted lower but had Milgard</u>
B.	Value of product & service is in line with pricing	1	2	3	4	5	<u>Windows.</u>

Area 2-Installation

A.	Did Installers arrived on time and prepared for job	1	2	3	4	5	<u>Expected at 8:30/ arrived by 9:30 a phone call would have been nice.</u>
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	<u>Informaed me of a window defect that needed</u>
D.	Installers kept me informed of the progress	1	2	3	4	5	<u>to be replaced. He could have let it slide by</u>
E.	Installers completed the job in expected amount of time	1	2	3	4	5	<u>but instead was honest.</u>
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				<u>Have already</u>
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.?

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

Comments: I had four window company's come out to my house for estimates. The BEST thing about Ross was that he was not the average salesman. He expalined his product, answered my questions, measured and was out the door in 45 minutes. Not like other company's that took 2 hours and started with an extremely high price and slowly reduced for different promotions with an end result of sign NOW or the quote Will go up. Their final bid was higher. Thank you for an experience I will pass on to others.