



SATISFACTION SURVEY

Survey Respondent Information

Name: _____

Address: _____

Phone: _____

Signature: _____

Survey Answer Key

1 – Significantly Below Expectation
 2 – Below Expectation
 3 – Met Expectation
 4 – Slightly Above Expectation
 5 – Significantly Above Expectation

Please check the box that best describes your experience in the following areas.

	1	2	3	4	5
A. Satisfaction with Communication:					
1. Sufficient information was provided on product and workmanship warranties, materials to be used, or options on roof products and services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Specifics were given to help you understand and be prepared for the work to be performed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Satisfaction with Professionalism:					
1. Grennan Construction presented a professional image.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Grennan Construction employees were courteous.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Satisfaction with Timeliness of the Project:					
1. Considering reasonable delays caused by weather, the scheduled start date was met. If not, a rescheduled start date was communicated on a timely basis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Once under way, the job was completed in the time period promised.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Satisfaction with Responsiveness:					
1. The company was accessible and responsive to comments and requests for information or changes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Satisfaction with Workmanship:					
1. The finished job met the standards described in the job agreement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The job site was cleaned up.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. Satisfaction with Caring Exhibited:					
1. Equipment placement and job performance caused only minor inconveniences to you and your neighbors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Proper care was demonstrated for your property.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G. Considering all factors please rate your Overall level of satisfaction with Grennan Construction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. Based on your experiences with Grennan Construction, would you recommend or refer us to others?	<input type="checkbox"/> Yes	<input type="checkbox"/> Maybe	<input type="checkbox"/> No		
I. May we use you as a reference? (If Yes, please circle one) With Phone Number / Without Phone Number	<input type="checkbox"/> Yes	<input type="checkbox"/> No			
J. Is there anything you'd like to comment on, or anything we could change, to enhance our performance?					