



"Where Every Project is Affordable"

Customer Satisfaction Survey

A-Affordable would like to thank you for giving us the opportunity to assist you with your construction needs. Our hope is that we exceeded your every expectation along the way, and most importantly, at project completion.

Below are a few questions that will help us determine your level satisfaction as well as where we can improve our systems and processes. Please take a few minutes to answer the questions and give them to your project manager.

On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely Satisfied," how would you rate your level of overall satisfaction with A-Affordable as a contractor?

- 1 2 3 4 5 N/A

Why do you say that? What specifically are you satisfied or dissatisfied with A-Affordable? Enter response below...

How likely are you to recommend A-Affordable to a friend or relative? Would you say the chances are ...

- Excellent
 Very Good
 Good
 Fair
 Poor

How likely are you to call A-Affordable again when a construction need arises? Would you say the chances are ...

- Excellent
 Very Good
 Good
 Fair
 Poor

How would you rate the overall quality of your relationship with A-Affordable, considering all of your experiences with them? Would you say it is ...

- Excellent
 Very Good
 Good
 Fair
 Poor



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On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely Satisfied," how would you rate your level of satisfaction with A-Affordable in regards to customer service?

1 2 3 4 5 N/A

On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely Satisfied," how would you rate your level of satisfaction with A-Affordable in regards to price?

1 2 3 4 5 N/A

On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely Satisfied," how would you rate your level of satisfaction with A-Affordable in regards to value?

1 2 3 4 5 N/A

Please rate your level of agreement with the following statements (10-1 scale with 10 being completely agree, 5 being neutral, and 1 being completely disagree):

	1	2	3	4	5	6	7	8	9	10	N/A
It was extremely helpful that A-Affordable assisted me in dealing with my insurance adjuster	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A-Affordable values people and relationships ahead of short-term goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was extremely important that A-Affordable agreed to complete the needed repairs for the amount of the insurance estimate total	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please add your personal comments:



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Information and Referral Authorization

Please select one:

I hereby authorize A-Affordable Roofing & Remodeling to use my survey answers in advertising and on their website **without revealing my personal information.**

(Client's Initials)

I hereby authorize A-Affordable Roofing & Remodeling to use my survey answers in advertising and on their website. **I hereby authorize A-Affordable Roofing & Remodeling to use my name and phone number as a referral source** to potential clients, allowing them to call me to discuss my project and level of satisfaction.

SS

(Client Initials)

Sylvia Sada

(Name)

(Phone Number)

Sylvia SADA

(Signature)

Again, we would like to thank you for taking the time to answer these few questions. And thank you for using A-Affordable Roofing & Remodeling. We look forward to serving you again in the near future.

Oh, by the way, if you know of anyone that would benefit from our services, please call us with their name and number and we will contact them immediately. Rest assured, they will receive the same attention and professional quality service as you.

Management and Staff
A-Affordable Roofing & Remodeling