

CUSTOM GRANITE & MARBLE

CUSTOMER SATISFACTION SURVEY

CUSTOMER NAME: _____

ADDRESS: _____

PHONE #: _____ DATE: _____

1. How would you rate your showroom experience? Was it pleasant and helpful?

POOR FAIR GOOD EXCELLENT

2. Were you provided with all the information you needed to make decisions regarding your stone countertops, etc.?

YES NO

3. Were you educated on how to care for your countertops? YES NO

4. How would you rate the quality of the natural stone you received?

POOR FAIR GOOD EXCELLENT

5. How would you rate the courtesy and professionalism of the service you received from the measuring and installation crew?

POOR FAIR GOOD EXCELLENT

6. How would you rate the accuracy and quality of the installation?

POOR FAIR GOOD EXCELLENT

7. Please list any areas where you were not satisfied with the installation, or any areas where we exceeded your expectations:

8. How would you rate the quality of the communication you had with Custom Granite & Marble, including the ability to reach our associates, follow-up and return calls, and general ease of communication?

POOR FAIR GOOD EXCELLENT

9. Would you recommend (Company Name)? YES NO

10. Have you been to our website, www.customgranitemarble.com ? YES NO