

RECEIVED
DEC 13 2011



BY:

CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? PLION JOB

Using the scale (1-5 Scale; **5 being the best**) please rate the following questions:

2) Was the person who took your call courteous & helpful?

5 4 3 2 1

3) Was the Sales Representative courteous and helpful?

5 4 3 2 1

4) Was the installation/sanding team professional?

5 4 3 2 1

5) How would you rate our company overall?

5 4 3 2 1

6) How would you rate your finished product?

5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: Alyssa good crew and they did a great job. (Mike & Jan)
As it relates to color selection, I chose one of the three samples
provided to me on the actual floor; however, when it was applied
to the entire floor it was lighter than desired. Got a not
Thank you for helping us serve you better.

Sincerely,

12-12-2011

Date

Customer Service Representative

PATTY RICHARDS
(Print Name)

Wood, Carpet, and Tile

requested a second coat, I would have been disappointed with the final result.



NOV 21 2011

CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? _____

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful?

(5) 4 3 2 1

3) Was the Sales Representative courteous and helpful?

(5) 4 3 2 1

4) Was the installation/sanding team professional?

(5) 4 3 2 1

5) How would you rate our company overall?

(5) 4 3 2 1

6) How would you rate your finished product?

(5) 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: appreciate that they showed up on time and finished on time!

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

11/16/11 Date

Karen Pappas (Print Name)

Wood, Carpet, and Tile

FILE COPY



RECEIVED
NOV 05 2011
BY: _____

CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? Lisa Wenzel - Alternative Floor (owner) Designs in Evans City

Using the scale (1-5 Scale; **5 being the best**) please rate the following questions:

2) Was the person who took your call courteous & helpful?
5 4 3 2 1

3) Was the Sales Representative courteous and helpful?
5 4 3 2 1

4) Was the installation/sanding team professional?
5 4 3 2 1 *Mike is fantastic.

5) How would you rate our company overall?
5 4 3 2 1

6) How would you rate your finished product?
5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: *Mike is fantastic. Jimmy is also a very hard worker ~~doing~~ most of the time, but Mike had to step up a couple of times to keep the quality + detail high.

(Ex. Mike had asked Jimmy to take off a few metal floor trims (between 2 different floor types) Jimmy half-heartedly tried and said "he could not get it" and Mike had to get it done - and they came right up and without being ^(Print Name) bent or ruined. I was a little ~~annoyed~~ irritated by that, regardless of how much we are paying for the job. Jimmy's sanding work appeared to be very good, however, and he is also a nice guy.

* Tim Mouser
Customer Service Representative

Wood, Carpet, and Tile

of how much we are paying for the job. Jimmy's sanding work appeared to be very good, however, and he is also a nice guy.

* Tim is very good at sales, is knowledgeable and professional.

Jeffrey D. Hoffman
11/30/11



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? Word of Mouth

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful? 5 4 3 2 1

3) Was the Sales Representative courteous and helpful? 5 4 3 2 1

4) Was the installation/sanding team professional? 5 4 3 2 1

5) How would you rate our company overall? 5 4 3 2 1

6) How would you rate your finished product? 5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments:

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

12/2/11 Date

Tim Bable (Print Name)

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? You have done work for me 5 or 6 times.

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful? (5) 4 3 2 1

3) Was the Sales Representative courteous and helpful? (5) 4 3 2 1

4) Was the installation/sanding team professional? (5) 4 3 2 1

5) How would you rate our company overall? (5) 4 3 2 1

6) How would you rate your finished product? (5) 4 3 2 1

7) May we use you as a reference? (Yes) or No

Comments: You have always done quality work

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

11/28/11 Date

LOUIS MICHAELS (Print Name)

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? David Lucci - Cabinet World

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful?

5 4 3 2 1

3) Was the Sales Representative courteous and helpful?

5 4 3 2 1

4) Was the installation/sanding team professional?

5 4 3 2 1

5) How would you rate our company overall?

5 4 3 2 1

6) How would you rate your finished product?

5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: The Kitchen installation looks beautiful, it matches the old floor perfectly. Mike & Jimmy were very good & also very pleasant to work with. I love my floors.

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

Nov. 14, 2011 Date

Andrew Kruby (Print Name)

Wood, Carpet, and Tile

Happy Holidays!



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? Steve Boggs (contractor)

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful? 5 4 3 2 1

3) Was the Sales Representative courteous and helpful? 5 4 3 2 1

4) Was the installation/sanding team professional? 5 4 3 2 1

5) How would you rate our company overall? 5 4 3 2 1

6) How would you rate your finished product? 5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments:

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

11/17/11 Date

James A Welker (Print Name)

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? Friend

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful? 5 4 3 2 1

3) Was the Sales Representative courteous and helpful? 5 4 3 2 1

4) Was the installation/sanding team professional? 5 4 3 2 1

5) How would you rate our company overall? 5 4 3 2 1

6) How would you rate your finished product? 5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: The floor is beautiful

Thank you for helping us serve you better. Sincerely,

Tim Mouser Customer Service Representative

10-30-11

Date Jim & Sue Hinkle (Print Name)

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? drove past showroom + phone book

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful?

5 4 3 2 1

3) Was the Sales Representative courteous and helpful?

5 4 3 2 1

4) Was the installation/sanding team professional?

5 4 3 2 1

5) How would you rate our company overall?

5 4 3 2 1

6) How would you rate your finished product?

5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: THE FLOORS ARE BEAUTIFUL!

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

10-20-11
Date

Cathy MAJCHER
(Print Name)

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? Referral

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful? 5 4 3 2 1

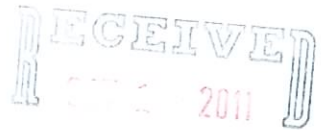
3) Was the Sales Representative courteous and helpful? 5 4 3 2 1

4) Was the installation/sanding team professional? 5 4 3 2 1

5) How would you rate our company overall? 5 4 3 2 1

6) How would you rate your finished product? 5 4 3 2 1

7) May we use you as a reference? Yes or No



BY: _____

Comments: _____

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

10-18-11

Date

Mik Wiesen

(Print Name)

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? Yellow Pages

Using the scale (1-5 Scale; **5 being the best**) please rate the following questions:

2) Was the person who took your call courteous & helpful?

5 4 3 2 1

3) Was the Sales Representative courteous and helpful?

5 4 3 2 1

4) Was the installation/sanding team professional?

5 4 3 2 1

5) How would you rate our company overall?

5 4 3 2 1

6) How would you rate your finished product?

5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: We were very satisfied with the work. Workers were here when they said they would be and completed the job in two days. I would use company again for other flooring needs. Thank you

Thank you for helping us serve you better.
Sincerely,

Customer Service Representative

9/7/2011
Date

Eleanor Adams
(Print Name)

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? Phone book (Verizon/fellow)

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful?

(5) 4 3 2 1

3) Was the Sales Representative courteous and helpful?

(5) 4 3 2 1

4) Was the installation/sanding team professional?

(5) 4 3 2 1

5) How would you rate our company overall?

(5) 4 3 2 1

6) How would you rate your finished product?

If there was a 10 we'd circle it! (5) 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: We can't wait to do our downstairs floors!



BY:.....

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

Jun 28, 11 Date

Lynda Smith (Print Name)

Wood, Carpet, and Tile

WOOD FLOOR DESIGNS

724-891-2761

CUSTOMER SERVICE REPORT

Wood Floor Designs strives to deliver the highest quality service. In order to help us maintain these high standards, we need your feedback. Please complete the below information and return to us.

1.) How did you hear about us? yellow pages

2.) Was the person who took your call courteous & helpful? Yes No
(Please circle one)

3.) Was the estimator: (Please circle your answers)

- a.) On time? Yes No
- b.) Courteous? Yes No
- c.) Knowledgeable? Yes No
- d.) Efficient? Yes No

4.) Was the scheduled date of your job adhered to? Yes No (Please circle one)

5.) Was the sanding crew: (Please circle your answers)

- a.) Clean? Yes No
- b.) Courteous? Yes No
- c.) Knowledgeable? Yes No
- d.) Efficient? Yes No

6.) Using the following scale, how would you rate our company overall?
EXCELLENT (5) GOOD (4) SATISFYING (3) NOT SATISFYING (2) POOR (1)

(5) (4) (3) (2) (1)
(Please circle one)

7.) Using the same scale how would you rate your finished product?

(5) (4) (3) (2) (1)

8.) May we use you for a reference? Yes No (Please circle one)

COMMENTS: Very professional job

Thank you for helping us serve you better.
Sincerely,

Aug 31, 2011
Date

James Harper
(Print Name)

(Your customer service representative)

CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? Our son had his wood floors refinished

Using the scale (1-5 Scale; **5 being the best**) please rate the following questions:

2) Was the person who took your call courteous & helpful?
 5 4 3 2 1

3) Was the Sales Representative courteous and helpful?
 5 4 3 2 1

4) Was the installation/sanding team professional?
 5 4 3 2 1

5) How would you rate our company overall?
 5 4 3 2 1

6) How would you rate your finished product?
 5 4 3 2 1

7) May we use you as a reference? Yes or No

RECEIVED
 AUG 25 2011
 BY: _____

Comments: _____

Thank you for helping us serve you better.
 Sincerely,

 Customer Service Representative

 Date

 (Print Name)

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? my daughter Sue Bachstrom, Butler

Using the scale (1-5 Scale; **5 being the best**) please rate the following questions:

2) Was the person who took your call courteous & helpful? 5 4 3 2 1

3) Was the Sales Representative courteous and helpful? 5 4 3 2 1

4) Was the installation/sanding team professional? 5 4 3 2 1

5) How would you rate our company overall? 5 4 3 2 1

6) How would you rate your finished product? 5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: was upset when date changed for your services but I got over it.

RECEIVED
AUG 18 2011

BY: _____

Thank you for helping us serve you better.
Sincerely,

Customer Service Representative

8-17-11
Date

NANCY L. McCaskey
(Print Name)

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? repeat business

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful?

5 4 3 2 1

3) Was the Sales Representative courteous and helpful?

5 4 3 2 1

4) Was the installation/sanding team professional?

5 4 3 2 1

5) How would you rate our company overall?

5 4 3 2 1

6) How would you rate your finished product?

5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments:

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

2/21/11 Date

Geraldine Butera (Print Name)

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? AUDLEY ALTEMUS

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful? 5 4 3 2 1

3) Was the Sales Representative courteous and helpful? 5 4 3 2 1

4) Was the installation/sanding team professional? 5 4 3 2 1

5) How would you rate our company overall? 5 4 3 2 1

6) How would you rate your finished product? 5 4 3 2 1

7) May we use you as a reference? Yes or No

RECEIVED JUL 27 2011

BY:

Comments: _____

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

7-26-11 Date

SUSAN ALTEMUS (Print Name)

Wood, Carpet, and Tile

Jesse Davis



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? phone book, online

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful? 5 4 3 2 1

3) Was the Sales Representative courteous and helpful? 5 4 3 2 1

4) Was the installation/sanding team professional? 5 4 3 2 1

5) How would you rate our company overall? 5 4 3 2 1

6) How would you rate your finished product? 5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: Thank you! we love our new floors!



BY:

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

Date

(Print Name)

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? We had floors re-sanded in 2005

Using the scale (1-5 Scale; **5 being the best**) please rate the following questions:

2) Was the person who took your call courteous & helpful? 5 4 3 2 1

3) Was the Sales Representative courteous and helpful? 5 4 3 2 1

4) Was the installation/sanding team professional? 5 4 3 2 1

5) How would you rate our company overall? 5 4 3 2 1

6) How would you rate your finished product? 5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: Thank you for all your follow-through and completion of our job!

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

7/11/11
Date

M.F. TAMBORINO
(Print Name)

RECEIVED
JUL 24 2011
BY: _____

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? called Pittsburgh Floors

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful? 5 4 3 2 1

3) Was the Sales Representative courteous and helpful? 5 4 3 2 1

4) Was the installation/sanding team professional? 5 4 3 2 1

5) How would you rate our company overall? 5 4 3 2 1

6) How would you rate your finished product? 5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: Thank you all so much! They are beautiful!

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

7/12/11
Date

Deanna Grubb
(Print Name)

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? previous work 12 yrs. ago

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful? 5 (4) 3 2 1

3) Was the Sales Representative courteous and helpful? 5 (4) 3 2 1

4) Was the installation/sanding team professional? 5 (4) 3 2 1

5) How would you rate our company overall? 5 (4) 3 2 1

6) How would you rate your finished product? (5) 4 3 2 1

7) May we use you as a reference? (Yes) or No

Comments: I gave your name + # to 2 people I worked with, the abbotts + Balynes

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

6-27-11

Date Amy Cain (Print Name)

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? BILLY NARED (NEIGHBORS)

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful? (5) 4 3 2 1

3) Was the Sales Representative courteous and helpful? (5) 4 3 2 1

4) Was the installation/sanding team professional? (5) 4 3 2 1

5) How would you rate our company overall? (5) 4 3 2 1

6) How would you rate your finished product? (5) 4 3 2 1

7) May we use you as a reference? (Yes) or No

Comments: VERY PLEASED WITH THE FLOORS AND HOW THEY TURNED OUT - SO GLAD I DECIDED TO HAVE THEM DONE

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

5-11-2011

Date

MARIAN KAY FARNSWORTH

(Print Name)

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? Dean's Carpet

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful? 5 4 3 2 1

3) Was the Sales Representative courteous and helpful? 5 4 3 2 1

4) Was the installation/sanding team professional? 5 4 3 2 1

5) How would you rate our company overall? 5 4 3 2 1

6) How would you rate your finished product? 5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: Corey & John were excellent workers, they should be rated a 10, as busy as Corey was he would take the time to see if I was alright when I was testing. just love him, wonderful person. 6/10/11

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

Joseph & Joanne Bok (Print Name)

Wood, Carpet, and Tile

RECEIVED
JUN 20 2011



BY: _____

CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? phone book

Using the scale (1-5 Scale; **5 being the best**) please rate the following questions:

2) Was the person who took your call courteous & helpful?

5 4 3 2 1

3) Was the Sales Representative courteous and helpful?

5 4 3 2 1

4) Was the installation/sanding team professional?

5 4 3 2 1

?? only dealt w/Tim

5) How would you rate our company overall?

5 4 3 2 1

6) How would you rate your finished product?

5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: Great Job! Very happy!

Thank you for helping us serve you better.
Sincerely,

Tim Mauser
Customer Service Representative

6-7-11
Date

BRYAN MOORE
(Print Name)

Wood, Carpet, and Tile



RECEIVED JUN 27 2011

BY: _____

CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? _____

Using the scale (1-5 Scale; **5 being the best**) please rate the following questions:

2) Was the person who took your call courteous & helpful?
5 4 3 2 1

3) Was the Sales Representative courteous and helpful?
5 4 3 2 1

4) Was the installation/sanding team professional?
5 4 3 2 1 (wasn't here)

5) How would you rate our company overall?
5 4 3 2 1

6) How would you rate your finished product?
5 4 3 2 1 Due to our own floors imperfections.

7) May we use you as a reference? (Yes) or No

Comments: _____

Thank you for helping us serve you better.
Sincerely,

Customer Service Representative

6-24-11

Date
Todi Stofko

(Print Name)

Gismina 724.625-8918

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? YOU ARE A CLIENT

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful? 5 4 3 2 1

3) Was the Sales Representative courteous and helpful? 5 4 3 2 1

4) Was the installation/sanding team professional? 5 4 3 2 1

5) How would you rate our company overall? 5 4 3 2 1

6) How would you rate your finished product? 5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments:

Thank you for helping us serve you better. Sincerely,

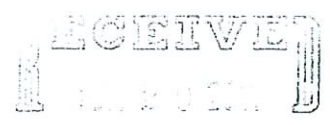
Customer Service Representative

6-20-11 Date

BRIAN JEFFE (Print Name)

SEWICKLEY, PA 412-749-6991

Wood, Carpet, and Tile





CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? Ref. By BARBARA Cottage

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful? (5) 4 3 2 1

3) Was the Sales Representative courteous and helpful? (5) 4 3 2 1

4) Was the installation/sanding team professional? (5) 4 3 2 1

5) How would you rate our company overall? (5) 4 3 2 1

6) How would you rate your finished product? (5) 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: _____

Thank you for helping us serve you better. Sincerely,

6/18/2011 Date

Customer Service Representative

DORÉTTA MASS (Print Name)

Wood, Carpet, and Tile

Joe Scaluzzi
215 G. HAZELWOODS
NCPA 16105
JOB # 2359



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? Bargain Bulletin

Using the scale (1-5 Scale; **5 being the best**) please rate the following questions:

2) Was the person who took your call courteous & helpful?
5 4 3 2 1

3) Was the Sales Representative courteous and helpful?
5 4 3 2 1

4) Was the installation/sanding team professional?
5 4 3 2 1

5) How would you rate our company overall?
5 4 3 2 1

6) How would you rate your finished product?
5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: GREAT JOB IN RESTORING A SEVERELY DAMAGED FLOOR

Thank you for helping us serve you better.
Sincerely,

Wendy Luzadder
Customer Service Representative

6-7-11
Date

Wendy Luzadder
(Print Name)

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? Repeat customer

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful?

5 4 3 2 1

3) Was the Sales Representative courteous and helpful?

5 4 3 2 1

4) Was the installation/sanding team professional?

5 4 3 2 1

5) How would you rate our company overall?

5 4 3 2 1

6) How would you rate your finished product?

5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments:

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

5/14/11 Date Jan Raed (Print Name)

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? Van Duren Homes, Inc. Vanport Pwp.

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful? 5 4 3 2 1

3) Was the Sales Representative courteous and helpful? 5 4 3 2 1

4) Was the installation/sanding team professional? 5 4 3 2 1

5) How would you rate our company overall? 5 4 3 2 1

6) How would you rate your finished product? 5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: Great to have people like you to work in my home.

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

10/13/2011 Date

Eric Seblack (Print Name)

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? yellow pages + Chad Davis

Using the scale (1-5 Scale; **5 being the best**) please rate the following questions:

2) Was the person who took your call courteous & helpful?

5 4 3 2 1

3) Was the Sales Representative courteous and helpful?

5 4 3 2 1

4) Was the installation/sanding team professional?

5 4 3 2 1

5) How would you rate our company overall?

5 4 3 2 1

6) How would you rate your finished product?

5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: _____

Thank you for helping us serve you better.
Sincerely,

Customer Service Representative

9/19/11
Date

JANET Metcalfe
(Print Name)

Wood, Carpet, and Tile

Evelson



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? Neighbor

Using the scale (1-5 Scale; 5 being the best) please rate the following questions:

2) Was the person who took your call courteous & helpful?

5 4 3 2 1

3) Was the Sales Representative courteous and helpful?

5 4 3 2 1

4) Was the installation/sanding team professional?

5 4 3 2 1

5) How would you rate our company overall?

5 4 3 2 1

6) How would you rate your finished product?

5 4 3 2 1

7) May we use you as a reference? Yes or No

Comments:

Thank you for helping us serve you better. Sincerely,

Customer Service Representative

Date

(Print Name)

Wood, Carpet, and Tile



CUSTOMER SERVICE REPORT

Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service and product. We need your feedback in order to help maintain high standards and measure and evaluate our team. With your help we can improve all areas of our business.

1) How did you hear about us? yellow pages

Using the scale (1-5 Scale; **5 being the best**) please rate the following questions:

2) Was the person who took your call courteous & helpful?

(5) 4 3 2 1

3) Was the Sales Representative courteous and helpful?

(5) 4 3 2 1

4) Was the installation/sanding team professional?

(5) 4 3 2 1

5) How would you rate our company overall?

(5) 4 3 2 1

6) How would you rate your finished product?

(5) 4 3 2 1

7) May we use you as a reference? Yes or No

Comments: _____

Thank you for helping us serve you better.
Sincerely,

Customer Service Representative

9/22/11

Date

James Fedell

(Print Name)

Wood, Carpet, and Tile