



BY:----

CUSTOMER SERVICE REPORT

| Thank you for choosing | g Wood Floor Designs. We strive to deliver the highest quality service |
|------------------------|--|
| | 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? Pryon JOB |
|-----------|--|
| Using | the scale (1-5 Scale; <u>5 being the best</u>) 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 |
| toA | which to me on the actual floor; however when it was applied be online floor it was applied by faired. Has fak & not ou for helping us serve you better. |
| Cu | Date PATT RICHARD S (Print Name) |
| \bigvee | Vood, Carpet, and Tile. wested a search cost, & would have been dissuppointed |
| her | the first should. |



YSJV 21 JJ1

CUSTOMER SERVICE REPORT

| 1) | How did yo | ou hear al | out us | · | | THE STATE OF THE S | | | | |
|-----------|---|-----------------|---------------|----------------|---------------|--|---------------|----------------------|------------|---|
| Using | the scale (1-5 | Scale; <u>5</u> | being | the best | t) please | rate the f | ollowing | questions | : | |
| 2) | Was the per | rson who 4 | took y 3 | our call o | courteou 1 | ıs & helpi | ful? | | | |
| 3) | Was the Sal | es Repres 4 | sentativ 3 | re courte 2 | ous and 1 | helpful? | | | | |
| 4) | Was the ins | tallation/ 4 | sanding 3 | g team p 2 | rofessio 1 | nal? | | | | |
| 5) | How would | you rate 4 | our co | mpany o 2 | overall? 1 | | | | | |
| 6) | How would | you rate 4 | your fi 3 | nished p 2 | roduct? | | | | | |
| 7) | May we use | you as a | referen | ce Yes | or No | | | | | |
| Comm | ents: <u>off</u> 1)us/4d | neciati on t | the | at the | y Shu | wed u | por | tirie | and | |
| Sincerely | ou for helping u y, astomer Service | | | | | | -11, Karei | Date Paff (Print Nar | GAJ ne) | |
| \bigvee | //00 | d, | | - رم1 | rpe | et, | an | d - | Tile | Э |





| Thank you for choosing Wood Floor Designs. We strive to deliver the highest quality service | e |
|---|---|
| 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. | |

| , and an an an area of the second |
|--|
| 1) How did you hear about us? <u>Lisa Werzel-Alternature Floor</u> (aware) Designs in Evenus 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 funtastic. |
| 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 fentastic. Jimmy is also a very howd worken the sense most of the time but Mike had to start NP a court of there are the available to detail high. |
| (Ex. Mike had asked Jimmy to take off a few metal floor trims (between Thank you for helping us serve you better. 2 different floor types) Jimmy half heartedly sincerely, The Moulest the and said he could plue get it and Mike |
| * fin mouse |
| Customer Service Representative Up and without leing (Print Name) or ruined. I was a little actual by that regardle of how much in are paries for the job |
| DF 11000 1000 000 00 C D001 1 1 |
| Time is very good very good, however, and he's also a rice gu |
| + sales, is knowledgable and prosessional. Jeffrey D. Hoffman |



| 1) | How did yo | u hear ab | out us? | Mors | of Mouth | | | |
|-----------------------|------------------|-------------------|---------------|----------------|----------------------|-------------|-----------------------|------|
| Using | the scale (1-5 | Scale; <u>5 t</u> | oeing tl | he best) | please rate the | e following | questions: | |
| 2) | Was the per | son who t | took yo 3 | ur call c 2 | ourteous & hel | lpful? | | |
| 3) | Was the Salo | es Represe 4 | entative 3 | courted 2 | ous and helpful 1 | ? | | |
| 4) | Was the inst | allation/s 4 | anding 3 | team pr 2 | ofessional? 1 | | | |
| 5) | How would (5) | you rate o | our com | npany ov 2 | verall? 1 | | | |
| 6) | How would | you rate y 4 | our fin | ished pr 2 | oduct? 1 | | | |
| | May we use | you as a re | eferenc | e? Yes o | or No | | | |
| Comme | ents: | | | | | | | |
| Thank yo Sincerely | ou for helping u | s serve you | better. | | - | 12/ | /2/1/ Date | |
| Cus | stomer Service l | Representati | ive | | | Tim | BGb/P (Print Name) | |
| \bigvee | //00 | d, | | ,ат | pet, | an | d T | -ile |



| 1) | How did yo | u hear ab | out us? | You 5 | have or (| done 1 | cuork | For | me | |
|-----------|------------------|----------------|----------------|-----------------|-----------------|--------------|---------|-----------|----------|--------------|
| Using | the scale (1-5 | Scale; 5 | being th | ne best) | please rat | e the follov | wing qu | iestions: | | |
| 2) | Was the per | son who | took you | ur call co | ourteous & | & helpful? | | | | |
| 3) | Was the Sale | es Repres 4 | | | | lpful? | | | | |
| 4) | Was the inst | allation/ | sanding 1 | team pro | ofessional 1 | ? | | | | |
| 5) | How would (5) | you rate 4 | our com 3 | pany ov 2 | erall? 1 | | | | | |
| 6) | How would 5 | you rate | your fini 3 | shed pro | oduct? 1 | | | | | |
| 7) | May we use | you as a 1 | reference | e?(Yes)or | r No | | | | | |
| Comm | ents: — 🗡 C |) (A | hove | · A | lways | dor | ne | qual | ita | <u>w</u> ork |
| Sincerely | ou for helping u | | | _ | | Lou | | Date MICH | | _ |
| | // | | | $\alpha \gamma$ | nat | - | ın/ | | _ : , | - |



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 abo | out us? <u>Da</u> | vid Luc | nei - Cabinet | World | |
|-----------------------|--|-----------------------|-----------------------|------------------------|----------------|------|
| Using | the scale (1-5 Scale; <u>5 b</u> | eing the best | t) please rate | he following questions | : | |
| 2) | Was the person who to | ook your call o | courteous & 1 | nelpful? | | |
| 3) | Was the Sales Represe | ntative courte 3 2 | ous and help 1 | ful? | | |
| 4) | Was the installation/sa | anding team p 3 2 | rofessional? 1 | | v 2 1 2011 🎚 | |
| 5) | How would you rate o | ur company o | overall? 1 | ĐΥ: | | |
| 6) | How would you rate y | our finished p | roduct? 1 | | | |
| 1000 | May we use you as a re | | | lasks hear | 4: L. 1 :+ | |
| Mar Vei | ents: The Kit tches the old y good or also floors | floor of | perfectly pleasan4 | to work w | nmy were with. | love |
| Thank yo Sincerely | ou for helping us serve you | better. | | Nov. 14, Date | <u> </u> | |
| Cu | istomer Service Representati | ve | _ | Andrew Ha | ne) | |
| | 1/00d, | Can | rpet | , and | Tile | |

Happy Halidago!



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.

| and evaluate our team. With your help we can improve all areas of our business. |
|--|
| 1) How did you hear about us? Steve Bogss (contractor) |
| Using the scale (1-5 Scale; <u>5 being the best</u>) 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, Date Times A Welker (Print Name) |
| \\ // |

Wood, Carpet, and Tile



| 1) How did you hear about us? TRICNO |
|--|
| Using the scale (1-5 Scale; <u>5 being the best</u>) 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 Thank you for helping us serve you better. 10 - 30 - 1 |
| Wood, Carpet, and Tile |



| and evaluate our team. With your neip we can improve an areas of our business. |
|--|
| 1) How did you hear about us? DROVE PAST SHOWLOOM & PHONE BOOK |
| Using the scale (1-5 Scale; <u>5 being the best</u>) 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? 4) Was the installation/sanding team professional? |
| 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: BYME FLOORS ARE BEAUTIFUL! |
| Customer Service Representative Continue of the properties of t |
| Wood, Carpet, and Tile |



| 1) | How did you l | hear about us? | Kef | era) | | | |
|-----------|---------------------|--------------------------|-----------------|--------------------|----------------|---------------------------|--------|
| Using | the scale (1-5 So | cale; 5 being th | e best) | please rate th | ne following q | uestions: | |
| 2) | Was the perso | n who took you | ır call co 2 | ourteous & h 1 | elpful? | | |
| 3) | Was the Sales | Representative 4 3 | courteo | us and helpfu 1 | 1]? | | |
| 4) | Was the install | ation/sanding t | team pro | ofessional? 1 | | | |
| 5) | How would yo | ou rate our com | pany ov 2 | erall? 1 | | EGE | IVE |
| 6) | How would yo | ou rate your fini 4 3 | shed pro 2 | oduct? 1 | | ВҮ: | 2011 [|
| 7) | May we use yo | u as a reference | Yes of | r No | | | |
| Comm | ents: | | | | | | |
| Sincerely | ou for helping us s | | _ | | Mikw | 1-18-11 Date Diesen | |
| | //000 | d, C | .ar | ·pet | , and | (Print Name) | le |



| 1) | How did you | ı hear ab | out us? | ye | 110W | Pa | ges | | _ | | |
|----------------------|-------------------|--------------------------|---------------|------------------|----------------|-------------------|------------|-------------|-----------|----------------|-----|
| Using | the scale (1-5 | Scale; <u>5 l</u> | oeing th | <u>ne best</u>) |) please i | rate th | e followir | ng questi | ions: | | |
| 2) | Was the pers | on who | took yo | ur call c | courteou 1 | s & he | elpful? | | | | |
| 3) | Was the Sale | s Represo | entative 3 | courted 2 | ous and | helpfu | 1? | | | | |
| 4) | Was the insta | allation/s | sanding 3 | team pi 2 | rofessior 1 | nal? | | | | | |
| 5) | How would | you rate o | our com | npany o 2 | verall? 1 | | | | | | |
| 6) | How would y | you rate y 4 | your fin 3 | ished p | roduct? 1 | | | | | | |
| Comm | CIICO. | were | y Sa | 450 | tispie | Ju yved y a | the Jain- | the i | unt comp | Wor looning | 0 |
| Thank y Sincerely | ou for helping us | s serve you | better. | | | | 9 | 14/20 Da | 1) ite | | gru |
| Cı | istomer Service I | Representa | tive | _ | | - | Elea | | t Name) | > | - |
| | //000 | d, | | .a1 | rpe | et, | , a | nd | T | - ile | |



| and pr and ev | raluate our team | n. With your h | ek in ord | an improve all | areas of our busine | ess. |
|------------------|----------------------------|--------------------|----------------|----------------------|---------------------|---------------------------|
| 1) | How did you | hear about us: | Pho | ne book (| Vonzon fella | (cu |
| Using | the scale (1-5 S | cale; 5 being | the best |) please rate the | e following questio | ns: |
| 2) | Was the perso | on who took y | our call o | courteous & he | lpful? | |
| 3) | Was the Sales | Representativ | re courte 2 | ous and helpful 1 |]? | |
| 4) | Was the insta | llation/sanding | g team p 2 | rofessional? 1 | | DECEIVE I JUL 0 1 2011 |
| 5) | How would y | ou rate our co | ompany o | overall? 1 | | BY: |
| sas a 10 il | How would y May we use y | 4 3 | 2 | 1 | | |
| Comr | ments: [][| can't w | nit. | to do ou | x downsto | urs |
| Thank Sincere | you for helping us ely, | s serve you better | Sa. | | <u>Jun 28</u> | te |
| | Customer Service I | Representative | | | Lynda (Print | Name) |
| | //oo | d, (| - _a | rpet | , and | Tile |

<u>WOOD FLOOR DESIGNS</u> 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) |
| | Was the estimator: (Please circle your answers) a.) On time? Yes No b.) Courteous? Yes No c.) Knowledgeable? Yes No d.) Efficient? Yes No Was the scheduled date of your job adhered to? Yes No (Please |
| | cle one) |
| | 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) |
| | 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) |
| | May we use you for a reference? Yes No (Please circle one) OMMENTS: Plo est not job |
| C(| 1/1 A A A A A A A A A A A A A A A A A A |



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.

| and ev | aidate Odi teai | 11. 11111 | your ne | ip we ca | n implov | c an area | 3 01 041 | 0 1 1 |
|----------|-------------------|-----------------|---------------|-----------------|-----------------|--|------------|------------------------|
| 1) | How did you | hear ab | out us? | Our | SOA | had | his | wood floors refinished |
| | the scale (1-5 S | | | | | | | |
| 2) | Was the pers | on who 4 | took yo 3 | ur call co 2 | ourteous o | & helpful | 5 | |
| 3) | Was the Sales | s Repres 4 | entative 3 | courteo 2 | us and he | elpful? | | |
| 4) | Was the insta | allation/s 4 | sanding 3 | team pro 2 | ofessional 1 | 1.? | | |
| 5) | How would y | you rate 4 | our com | ipany ov 2 | erall? 1 | | | AUG 25 2011 |
| 6) | How would y | you rate | your fin 3 | ished pro 2 | oduct? 1 | | | BY: |
| 7) | May we use y | you as a | referenc | e? Yes | r No | | | |
| Comm | ents: | | | | | | | |
| Sincerel | | | | | | | | Date |
| Cı | istomer Service I | Representa | ative | | | 4 1000000000000000000000000000000000000 | | (Print Name) |
| // | // | | | | 200 | + | <i>a</i> 5 | |

W ood, \bigvee arpet, and



| and ev | aluate our team. With | your help we | can improve al | areas of our business. |
|---------|--|---------------------------------------|---------------------------|---------------------------------------|
| 1) | How did you hear ab | out us? | daughter | Sue Backstrom Butter |
| Using | the scale (1-5 Scale; <u>5</u> 1 | being the best | <u>t</u>) please rate th | e following questions: |
| 2) | Was the person who | took your call 3 2 | courteous & h 1 | elpful? |
| 3) | Was the Sales Repres | sentative courte 3 2 | ous and helpfo 1 | 1]? |
| 4) | Was the installation/ | sanding team p 3 2 | orofessional? 1 | |
| 5) | How would you rate (5) 4 | our company of 3 2 | overall? 1 | AUG 18 2011 |
| 6) | How would you rate (5) 4 | your finished p | product? 1 | ВҮ: |
| 7) Comm | May we use you as a nents: <u>Wad upo</u> Micced, Guil | reference? Yes ut when Daystoru | or No date cha wit | rgest for yair |
| Sincere | you for helping us serve you, ly, Sustomer Service Represent | | _ | Date NANCY L. MCCASKEY (Print Name) |
| | //ood, | Ca | rpet | , and Tile |



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 u | s? Ve | epeat | business |
|----------|---|-----------------|------------------------|------------------------------|
| Using | the scale (1-5 Scale; <u>5 being</u> | g the bes | <u>t</u>) please rate | e the following questions: |
| 2) | Was the person who took 5 4 3 | your call 2 | courteous & | r helpful? |
| 3) | Was the Sales Representat | ive courte 2 | eous and he | pful? |
| 4) | Was the installation/sandi | ng team p 2 | professional 1 | |
| 5) | How would you rate our c | ompany o | overall? 1 | |
| 6) | How would you rate your 5 4 3 | finished p | product? 1 | |
| 7) | May we use you as a refere | ence? Yes | or No | |
| Comm | ents: | | | |
| Sincerel | | r. | | 2/21/11 Caevaldino Butera |
| Cı | istomer Service Representative | | | (Print Name) |

Wood, Carpet, and Tile



| 1) | How did you hear about us?A | LUDREY | ALTEMUS |
|-----------|--|-------------------------------|--|
| Using | g the scale (1-5 Scale; 5 being the b | <u>(est)</u> please ra | te the following questions: |
| 2) | Was the person who took your ca | | & helpful? |
| 3) | Was the Sales Representative cou | arteous and h 1 | elpful? |
| 4) | Was the installation/sanding team 5 4 3 2 | n professiona 1 | |
| 5) | How would you rate our compan 5 4 3 2 | ny overall? 1 | DECEIVE Lul 2 1 2011 U |
| 6) | How would you rate your finishe 5 4 3 2 | | BY: |
| 7) | May we use you as a reference? Y | es or No | |
| Comm | ments: | | |
| Sincerel | you for helping us serve you better. ely, Customer Service Representative | | 7-26-11 Date 505AN AUTEMUS (Print Name) |
| \bigvee | Wood, Ca | arpe | t, and Tile |

Jens DANS



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 | ı hear about ı | 18? | ine boo | k, an | live |
|------------|-------------------|-----------------------|-----------------|---------------------|------------|---------------------|
| Using | the scale (1-5 | Scale; <u>5 bein</u> | g the bes | <u>t</u>) please i | ate the fo | ollowing questions: |
| 2) | Was the pers | on who took 4 3 | your call | courteou 1 | s & helpf | ful? |
| 3) | Was the Sales | s Representat | ive courte 2 | eous and | helpful? | |
| 4) | Was the insta | allation/sandi 4 3 | ing team p | orofession 1 | nal? | JUL 1 4 2011 |
| 5) | How would y | you rate our o | company o | overall? 1 | | BY: |
| 6) | How would y | you rate your 4 3 | finished p | product? | | |
| 7) Comn | May we use y | ou as a refer | ence? Yes | / . | We ax | nw floors! |
| Sincere | | | er. | | _ | Date |
| | ustomer Service R | Representative | | | | (Print Name) |

Wood, Carpet, and Tile



| 1) | How did yo | ou hear a | bout us? | We | Rad | floor | g he- | <u>Sa N</u> UE | ed in | 200 | 0 |
|---------------------------------|---------------------|-------------------|----------------|-----------------|-----------------|--------------|------------|---------------------|--------------------|----------|---|
| Using | the scale (1-5 | 5 Scale; <u>5</u> | being t | he best |) please ra | ate the fol | llowing qu | uestions: | | | |
| 2) | Was the per | rson who | took yo | our call c | courteous 1 | & helpfu | I? | | | | |
| 3) | Was the Sal | es Repre 4 | sentative 3 | e courtee 2 | ous and h 1 | elpful? | | | CEI L 14: | 2011 | |
| 4) | Was the ins | tallation/ 4 | sanding 3 | team pr | rofessiona 1 | ıl? | | BY:. | | | |
| 5) | How would | you rate 4 | our con | npany o 2 | verall? 1 | | | | | | |
| 6)7) | How would 5 | 4 | 3 | 2 | 1 | | | | | | |
| , | | Jank 1, ll | | 1 | z ali | ya. | ur | | | <u> </u> | |
| Sincerel | rou for helping uy, | | | - | n Ø | - - - | 1. F. | Date TAM Print Name | / // // BO / | - =1N | 0 |
| | //00 | 1 | | ุ <i>ด</i> า | rpe | + | ana | | - | ž | |



| 1) | How did you | hear about us | <u>Call</u> | ed P |), Hsburgh | Floor | <u>S</u> | |
|------------|-------------------|-----------------------|-----------------|----------------|----------------|-------------|-------------|------|
| Using t | he scale (1-5 S | Scale; 5 being | the best) |) please | rate the follo | owing que | stions: | |
| 2) | Was the perso | on who took y | our call c 2 | courteou 1 | ıs & helpful? | | | |
| 3) | Was the Sales | Representativ | re courte 2 | ous and 1 | helpful? | | | |
| 4) | Was the insta | llation/sandin 4 3 | g team p | rofession 1 | nal? | | | |
| 5) | How would y | rou rate our co | ompany o 2 | overall? 1 | | | | |
| 6) | How would y | you rate your f | inished p | roduct? | | | | |
| 7) Comm | | rou as a referen | | | muci | 417 | Ley | are_ |
| _be | autifu | 11/ | | | | | | |
| Sincerel | у, | s serve you better | ·. | | _ | | /// Date | |
| Cı | istomer Service I | Representative | | | | <u>anno</u> | rint Name) | |
| | //00 | d. (| - a | rDe | et, d | ana | $\int \int$ | ile |



| 1) How did you hear about us? <u>provious</u> work 12 yrs. ego |
|---|
| 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: 1 gave your name + # to 2 people I wrong with, the abbotto + Baynes |
| Thank you for helping us serve you better. Sincerely, Customer Service Representative Amy Cain (Print Name) |
| Wood Carpet, and Tile |



| 1) How did you hear about us? BILLY KARED (NEIGHBOLS) |
|--|
| Using the scale (1-5 Scale; <u>5 being the best</u>) 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 TULNED OUT - SO GLAD I DECIDED TO HAVE THER DONE |
| Thank you for helping us serve you better. Sincerely, Date MANAN KAY FALNSWOLTH (Print Name) |
| Wood, Carpet, and Tile |



| 1) | How did you hear about us? |
|------------|--|
| Using | the scale (1-5 Scale; <u>5 being the best</u>) 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) Comm | y shouldbed rated a 10, as thusy as comey |
| Thank y | Date |
| | // ood, Carpet, and Tile |





| 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. |

| and cva. | tuate our team. With your nesp we our improve the areas |
|----------------------------|---|
| 1) | How did you hear about us?Phone_book |
| Using th | ne scale (1-5 Scale; <u>5 being the best</u>) 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? $\frac{22}{5}$ only dealt w/Tir |
| 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 |
| Comme | ents: Great Job! Very happy! |
| Sincerely, | TM Mauser Stomer Service Representative Date BRYAN MOORE (Print Name) |
| $\backslash\!\!\backslash$ | Yood, Carpet, and Tile |





| 1) | How did you hear about us? |
|----------|--|
| Using | the scale (1-5 Scale; <u>5 being the best</u>) 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 |
| | 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 |
| Comm | nents: |
| Sincerel | Tadi Stofko |
| C | Libonia 124.625-8918 Lood, Carpet, and lie |



| 1) | How did you hear about us? YOU ADE A CLIENT |
|----------|--|
| Using | the scale (1-5 Scale; <u>5 being the best</u>) 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 |
| Comm | nents: |
| Sincerel | Fou for helping us serve you better. Jate BRIAN JEFFE (Print Name) SewickEY, PA 412-749.6991 Cood, Carpet, and Tile |



| and ev | aluate our team | ı. With your | help we c | an imp | rove all areas | s of our b | usiness. | |
|----------|--------------------|-----------------|-----------------|-------------|-----------------|------------|-------------|-----|
| 1) | How did you | hear about u | s? Rel. | Ву | BAR ba | na Con | Tage | |
| Using | the scale (1-5 S | cale; 5 being | the best |) please | e rate the foll | owing que | estions: | |
| 2) | Was the perso | | - | | ous & helpful | .? | | |
| | (5) | 4 3 | 2 | 1 | | | | |
| 3) | Was the Sales | | | | d helpful? | | | |
| | (5) | 4 3 | 2 | 1 | | | | |
| 4) | Was the insta | llation/sandi | ng team p | rofessi | onal? | | | |
| , | (5) | 4 3 | 2 | 1 | | | | |
| 5) | How would y | ou rate our c | ompany o | overall? | | | | |
| <i>*</i> | (5) | 4 3 | 2 | 1 | | | | |
| 6) | How would y | rou rate your | finished p 2 | roduct 1 | . ? | | | |
| 7) | May we use y | ou as a refere | ence? Yes | or No | | | | |
| Comn | nents: | | | | | | | |
| | | | | | | | | |
| | you for helping us | serve you bette | er. | | | 6/18/20 | 1/ | |
| Sincere | ıy, | | | | | | Date | |
| | Customer Service F | Representative | | | Dore | 1 A IT. | Print Name) | |
| // | //oo | d, (| _ _a | rp | et, | and | J T | ile |



| and pro | oduct. aluate | We need our team | your fe With y | edback our hel | in orde | r to neip r | all areas of | our busine | t quality ser and measu ss. | vice are |
|---|------------------|---------------------|-------------------|-------------------|-----------|-------------|--------------|-------------|-----------------------------------|-------------|
| 1) | How | did you b | lear abo | ut us? _ | Bac | gaine | Bulleti | | | |
| Using | | | | | | | the follow | ing questio | ns: | ** ** ** ** |
| 2) | Was | the person | n who t | ook you | r call co | ourteous & | k helpful? | | | |
| -, | | (5) | 4 | 3 | 2 | 1 | | | | |
| 3) | Wast | the Sales | Represe | ntative | courteo | us and he | lpful? | | | |
| • | | (5) | 4 | 3 | 2 | 1 | | | | |
| 4) | Was | the install | ation/s | anding t | team pro | ofessional | 5 | | | |
| , | | (5) | 4 | 3 | 2 | 1 | | | | |
| 5) | How | would yo | ou rate o | our com | pany ov | rerall? | | | | |
| , | | (3) | 4 | 3 | 2 | 1 | | | | |
| 6) | How | would yo | ou rate y | your fini | ished pr | oduct? | | | | |
| , | | (3) | 4 | 3 | 2 | 1 | | | | |
| 7) | May | we use yo | ou as a 1 | referenc | e? Yes | or No | | | | |
| Comp | nents: | GREAT | 000 | IN RIS | 130KI | 4 A Se | NORCH I | AMACO | FLOOR | |
| | | | | | | | | , | | |
| | | | | | | | | | | |
| Thank | you for | helping us | serve you | ı better. | | | | 6-7- | // | |
| Sincere | | 1 | 11 | | | | | Da | // /uza | 1 . |
| | and | Ga | <u>LL</u> | - | <u> </u> | | 116 | DDV 0 | _ uza | lder |
| | uetome | er Service R | epreseno | ative | | | | (Print | Name) | |
| | | | | | | | | | | |

Wood, Carpet, and Tile



| 1) | How did you | hear about us? | Rx | speat | custo | mer |
|-----------|-----------------|-------------------------|-----------------|----------------------|-----------------|---------|
| Using t | he scale (1-5 S | cale; 5 being th | ne best) | please rate the | following quest | ions: |
| 2) | Was the perso | on who took you | ur call co 2 | ourteous & help 1 | ful? | |
| 3) | Was the Sales | Representative 4 3 | courteo 2 | us and helpful? 1 | | |
| 4) | Was the instal | llation/sanding 4 3 | team pro | ofessional? 1 | | |
| 5) | How would y | ou rate our com | npany ov 2 | verall? 1 | | |
| 6) | How would y | ou rate your fin 4 3 | ished pr | oduct? 1 | | |
| 7) | May we use y | ou as a referenc | e? Yes | or No | | |
| Commo | ents: | | | | | |
| Sincerely | | serve you better. | _ | | 5/D (Prin | t Name) |
| \bigvee | //000 | d, C | , ,a1 | pet, | and | Tile |



| 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? Jan Buren Vinus, Inc. Van port |
| The state of the s |
| Using the scale (1-5 Scale; <u>5 being the best</u>) 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: Kreat to have people leke you |
| |
| Thank you for helping us serve you better. Sincerely, Date |
| Customer Service Representative Else Sella et (Print Name) |
| Wood, Carpet, and Tile |



| 1) Ho | ow did you | hear abo | out us? _ | yellou | u page | 5 7 (| Thack | avi | |
|------------|-----------------|-------------------|---------------|---------------|-----------------|-------------|------------------------|---------------------------------------|------|
| Using the | scale (1-5 S | Scale; <u>5 b</u> | eing th | e best) | please rat | e the follo | wing que | stions: | |
| 2) Wa | as the perso | | ook you 3 | r call co | ourteous & 1 | k helpful? | | | |
| 3) Wa | as the Sales | Represe 4 | entative of | courteou 2 | us and he | lpful? | | | |
| 4) Wa | as the instal | llation/sa 4 | anding t 3 | eam pro 2 | ofessional | P | | | |
| 5) Ho | ow would yo | ou rate o | our comp | pany ovo 2 | erall? 1 | | | | |
| 6) Ho | ow would yo | ou rate y 4 | our finis | shed pro 2 | oduct? 1 | | | | |
| 7) Ma | y we use yo | ou as a re | eference | ? Yes or | : No | | | | |
| Comments | : | | | | | | | , | |
| Sincerely, | or helping us s | | | - | | Jan | 9/1- 1/67 / (Pri | 9/1/ Date 1/2 + 0.0 nt Name) | alle |
| W | / 000 | ١, ١ | | ar | pet | c, o | ind | T | ile |

EVERSON



CUSTOMER SERVICE REPORT

| 1) How did you hear about us? Neighber | |
|--|-----|
| Using the scale (1-5 Scale; <u>5 being the best</u>) 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 (Print Name) | |
| Wood, Carpet, and T | ile |



| 1) How did you hear about us? yellow pages |
|--|
| Using the scale (1-5 Scale; <u>5 being the best</u>) 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? (3) 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, Date Customer Service Representative Customer Service Representative (Print Name) |
| Wood, Carpet, and Tile |