Sungloss Marble Co.

# How Are We Doing?

Our customers are the most important part of our business.
We are committed to providing you with the best restoration experience possible, so we welcome your comments. We appreciate you taking the time to fill out this satisfaction survey so we can better serve you. Thank you!

Was your call returned quickly?
Y N

Did a representative come give an accurate estimate?
Y N

Did our representative understand the work to be completed?
Y N

Was our rep knowledgeable about natural stone restoration and maintenance?
Y N

Was the estimate easy to understand?
Y N

Was the price or the work reasonable?
Y N

✸ Please rate the quality of the service you received from rep.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5
Disappointing Exceptional

Were our workers polite and respectful?
Y N

Were the worker's knowledgeable?
Y N

Was the work agreed upon in the contract completed?
Y N

Was the work completed in a timely matter?
Y N

Were you satisfied by the quality of the work completed?
Y N

✸ Please rate the quality of the service you received from workers.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5
Disappointing Exceptional

What made you decide to get the work done?

- ○ Regular Maintenance
- ○ Historic Restoration
- ○ Marble/Stone Damage
- ○ Other: _____

What was your source for choosing Sungloss Marble Co.?

- ○ Internet
- ○ Newspaper/Magazine
- ○ Past Experience
- ○ Referral

Phone Book:

- ○ Yellow Book
- ○ Yellow Pages
- ○ Other: _____

In what ways can we improve our service to you?

- ○ Supervisor/Overseer
- ○ More Knowledge about the Work
- ○ Cleanliness
- ○ None
- ○ Other: _____

Would you like us to send you a reminder card for when your stone should be cleaned, polished, and sealed?
Y N

Would you use us again/refer us to someone?
Y N

Please use this space for any additional comments or suggestions:

_____

_____

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