



COMPLETE DESIGN & INSTALLATION

Dear *Don and Vicki*

Thank you for allowing us to serve you!

If we have failed to live up to your expectations, we hope you will tell us why so that we can please you in the future.

We are constantly seeking ways and means to improve the quality of our service. Any deficiencies which your comments might reflect will be corrected immediately.

Please answer the following questions and mail in the envelope provided:

	excellent	good	poor
Was the showroom visitation conducted to your satisfaction?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the designer/consultant helpful? <i>Very helpful</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the designer/consultant available when needed? <i>Yes - at all times of the day</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the job completed in a satisfactory manner?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were your communications with the company handled satisfactorily?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you recommend our installation service? <i>Absolutely!</i>	yes <input checked="" type="checkbox"/>	no <input type="checkbox"/>	
Would you recommend our company to your friend? <i>Absolutely!</i>	yes <input checked="" type="checkbox"/>	no <input type="checkbox"/>	

If no, why? _____

Any other comments: *Every thing was done exactly as you said they it would be. The kitchen surpassed our expectations and we are very happy with it. Everyone involved did an outstanding job!*

If any of your friends or acquaintances are interested in any of our products or services, may we use your name as a reference? (Please list the name and address of the interested person(s).)

Yes

Thank you very much for the above information. We sincerely hope that we can be of service to you again in the future.

Don & Vicki