



CUSTOMER SATISFACTION SURVEY

ELITE ROOFING – GENERAL CONTRACTOR

1048 Jefferson Street

Nashville, TN 37208

615-259-0774 (Office)

615-255-8646 (Fax)

Our dedication to CUSTOMER SATISFACTION has been the key to our success. The only way for us to improve our services is through your honest feedback. Please rate the following using the rating scale. Thanks again for taking the time to rate our services.

Name:					
Address:					
Phone:					
Type of Work Performed:					
Date of Work Completed:					
Salesperson Name:					
About Our Communication/Salesperson	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My initial call to the main office for a roof request was professional, helpful, and courteous.					
Salesperson responded promptly.					
Salesperson was courteous and professional.					
Salesperson understood my roofing needs.					
Salesperson clearly explained the details of the estimate/proposal.					
Work accomplished was priced at a fair value.					
About Our Installation Service					
Work performed by installation crew was professional.					
Work was completed as clean as possible.					
Jobsite was clean thoroughly during and after completion.					
Quality of our Roofing Work was excellent.					
Work was completed in a fair timeframe.					
My overall satisfaction with your service is high. I would recommend you to my friends, neighbors, or family.					
Additional comments:					
Customer Signature: _____ Date: _____					

*** PLEASE MAIL OR FAX THIS SURVEY INTO OUR MAIN OFFICE * AGAIN THANKS FOR RATING OUR SERVICE!**