

# Customer Satisfaction Survey

Thank you for choosing HomeBuild.

We want to hear your feedback so we can keep improving our work. Please fill out this quick survey and let us know your thoughts.

If you have questions, please contact [info@homebuild1.com](mailto:info@homebuild1.com) or call (630) 501-0212.

The respondent's email ([jamboisa@gmail.com](mailto:jamboisa@gmail.com)) was recorded on submission of this form.

## **Initial Inquiry**

How quickly HomeBuild respond to your request? \*

	1	2	3	4	5	
Not Quickly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Very Quickly

How easy was it to schedule an appointment with HomeBuild? \*

	1	2	3	4	5	
Not Easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Very Easy

## **HomeBuild Consultation**

Did your HomeBuild consultant arrive on time the day of your appointment? \*

Yes

No

Did your HomeBuild consultant clearly explain our standard procedures? \*

Yes

No

Did your HomeBuild consultant share a folder and video presentation with you? \*

Yes

No

Did your HomeBuild consultant answer all of your questions and help to find a solution for your project? \*

Yes

No

**Installation and schedule**

Was your installation scheduled in a targeted time frame? \*

Yes

No

Did the HomeBuild installer communicate their arrival time with you? \*

Yes

No

Did your HomeBuild installer arrive on time the day of your scheduled installation (between 8-9 AM)? \*

Yes

No

Did your HomeBuild install team leave your home free of debris? \*

Yes

No

How satisfied are you with your new product installed? \*

1 = Very dissatisfied 5 = Very satisfied

	1	2	3	4	5	
Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Very Satisfied

**Follow up**

Were you contacted by HomeBuild to follow up on your installation experience? \*

Yes

No

How would you rate your overall experience with HomeBuild? \*

1 = Poor 5 = Excellent

	1	2	3	4	5	
Poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Excellent

How likely are you to recommend HomeBuild to your friends and family? \*

Likely

Not Likely

Any additional comments: \*

So grateful the crew came on the scheduled day despite incremental weather

Your Name (optional)

This form was created inside of Home Build Windows Siding Doors.

Google Forms