

# AMERICAN HOME SPECIALISTS

Satisfaction Survey



Survey Completed. 100% of responses were >2.

Contact: Dennise & Bryan Jordan Salesperson: Scott Hoppe

|     |   | Strongly Disagree | ← | → | Strongly Agree |   |   |
|-----|---|-------------------|---|---|----------------|---|---|
| 1.  | Sales Knowledge - Scott Hoppe was knowledgeable and helpful regarding my project.                     | n/a               | 0 | 1 | 2              | 3 | 4 |
| 2.  | Professional & Organized - American Home Specialists is organized and professional.                   | n/a               | 0 | 1 | 2              | 3 | 4 |
| 3.  | Communication - The American Home Specialists staff communicates with me effectively.                 | n/a               | 0 | 1 | 2              | 3 | 4 |
| 4.  | Installation Crew - The American Home Specialists installation crew was organized and professional.   | n/a               | 0 | 1 | 2              | 3 | 4 |
| 5.  | Quality Of Materials - I am satisfied with the quality of materials used.                             | n/a               | 0 | 1 | 2              | 3 | 4 |
| 6.  | Quality Of Workmanship - I am satisfied with the quality of the workmanship.                          | n/a               | 0 | 1 | 2              | 3 | 4 |
| 7.  | Clean & Safe - The job site is kept clean and safe.   | n/a               | 0 | 1 | 2              | 3 | 4 |
| 8.  | Work Done Right - My work was done right the first time.  | n/a               | 0 | 1 | 2              | 3 | 4 |
| 9.  | Problem Resolution - The American Home Specialists staff addresses and resolves problems effectively. | n/a               | 0 | 1 | 2              | 3 | 4 |
| 10. | Schedule - American Home Specialists adhered to our agreed upon schedule.                             | n/a               | 0 | 1 | 2              | 3 | 4 |

11. Value - I feel I am receiving a fair value for my money. n/a 0 1 2 3 **4**

12. Likely To Recommend - I am likely to recommend American Home Specialists to a friend. n/a 0 1 2 3 **4**

13. Area For Improvement - In what area(s) do you think American Home Specialists fell short of your expectations?

14. Area Of Satisfaction - In what area(s) were you most satisfied with your experience with American Home Specialists and why?

I was most satisfied with the overall job.

15. Current Referrals - Do you know anyone who would be interested in receiving information about the services and products offered by American Home Specialists?

16. Recognize Excellence - Is there anyone at American Home Specialists you would like to recognize for their exceptional service?

I would like to recognize Scott Hoppe. He was great.

17. Review - If you would like to provide a public review of your experience working with American Home Specialists, please briefly summarize your overall experience. Your review will appear on the American Home Specialists profile page at [GuildQuality.com](http://GuildQuality.com).