



Intelligent Commercial Environments
 7730 E. Belleview Ave., Suite AG3
 Greenwood Village, CO 80111
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I.C. Environments is committed to providing quality office solutions. We eagerly solicit your participation in this customer survey so that we can maintain a high standard of service. The information you give us will be instrumental in measuring performance and improving the service we give to our customers in the future. Thank you for your time and assistance.

Please indicate your level of satisfaction by circling the appropriate response below:

	Excellent	Good	Fair	Poor
Please rate the performance of your sales contact on the following:				
Product knowledge	4	3	2	1
Understanding of your needs	4	3	2	1
Responsiveness	4	3	2	1
Courtesy	4	3	2	1

Please rate the performance of you project manager on the following:

Attention to detail	4	3	2	1
Accuracy	4	3	2	1
Responsiveness	4	3	2	1
Courtesy	4	3	2	1

Please rate the performance of your installation crew on the following:

Quality of workmanship	4	3	2	1
Timeliness	4	3	2	1
Product appearance/clean-up	4	3	2	1
Courtesy/professionalism	4	3	2	1

Please rate the overall quality of the following process in terms of ease, accuracy, timeliness, etc.:

Order placement	4	3	2	1
Billing	4	3	2	1
Service	4	3	2	1
Follow up	4	3	2	1

Overall satisfaction of client's experience with I.C. Environments:

	4	3	2	1
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We appreciate any additional comments you might have on your experience with I.C.E. and any comparisons with other furniture vendors you have done business with: _____

SEE ATTACHED

Name/company: COLLIERS BENNETT & LAHWENGER

Steve:

Service could not have been better. This includes your entire staff.

A potential client of yours emailed me asking how we found you and what problems we had integrating our existing furniture. This was my response:

Two of our brokers had used Steve on some of their deals and they tell me that the pricing that they got from Steve helped make the deal. When we got ready to move we looked at another vendor besides I.C.E. but they were more interested in selling us what they had than in listening to what we wanted. Steve was very responsive to our needs and Julie did an excellent job laying out the office. Their installation and follow-up was great. We did not have to combine existing systems with the new one but I found Julie's aesthetic sense to be very valuable.