



Intelligent Commercial Environments, Inc.
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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:

Please rate the performance of your sales contact on the following:

	Excellent	Good	Fair	Poor
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:

	Excellent	Good	Fair	Poor
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:

	Excellent	Good	Fair	Poor
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.:

	Excellent	Good	Fair	Poor
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:

	Excellent	Good	Fair	Poor
	4	3	2	1

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: _____

Name/company: Karen Westover / City of Lafayette