

3rd Floor Aug. 9 Installation

I.C. Environments is committed to providing quality office solutions. We eagerly solicit your participation in this Customer survey so that we may maintain a high standard of service. The information you give us will be instrumental in measuring performance and improving our service 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 your 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

Additional Comments:

Excellent Job. I really appreciate the extra effort.

Name/Company:

Troy Rockwell, IAS, Inc.



SIMPLE • QUICK • AFFORDABLE