

2/26/08



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:

	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

	Excellent	Good	Fair	Poor
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

	Excellent	Good	Fair	Poor
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

	Excellent	Good	Fair	Poor
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

	Excellent	Good	Fair	Poor
Overall satisfaction of client's experience with I.C. Environments:				
	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: Nick Palmiello NATURAL MS SOCIETY