



All-Ways Accessible®

ELEVATORS & LIFTS

Please Tell Us What You Think!!!

Your opinion really matters to us at All-Ways Accessible, Inc. We would be extremely grateful if you would take a few minutes to fill out the information below. If we did a good job, we want to know. If we didn't, we want to know even more.

Please return this questionnaire in the envelope provided and you will be entered into our monthly drawing. On the first of each month we will draw a name out of the returned evaluations. The winning name will receive a gift certificate. Past certificates have been to local restaurants, Home Depot, Wal-Mart and others.

Sales:

Was the Salesperson on time? yes

Was the Salesperson courteous? yes

Was the Salesperson knowledgeable? Answered all our questions

What could have the Sales Department, as a whole, have done better?
nothing very happy with the Service

Installation:

Did you receive a call from the Operations Department confirming the appointment? yes

Was the Installer on time? yes even on a rainy messy day

Was the Installer courteous? very courteous, pleasant, and respectful

Did the Installer respect your Home? Absolutely - even vacuumed the stairs

What could we have done better? nothing - we are very satisfied

Overall Experience:

What was your biggest fear before hiring All-Ways Accessible? Did it come true, and if not, what happened instead?
would it fit in our stair well from the basement.
It fit perfectly without obstructing the walk way
for others who may be carrying items up & down the stairs.

What, specifically, was your favorite part of getting your Lift Installation, and why?
Seeing that the lift was close to the wall
and we had plenty of room to go up the stairs
for mom it was riding it the first time and she wasn't afraid that
If you were to recommend All-Ways Accessible to your best friend, what would you say? It was so fast.
Great Service - excellent product - great support services
and has wonderful safety precautions built in.

Would you be willing to allow All-Ways Accessible to use your name as a reference for future customers?
X Yes No

Name: Andrew Marshall Date: 12/10/14



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Sales:

Was the Salesperson on time? yes

Was the Salesperson courteous? yes

Was the Salesperson knowledgeable? yes

What could have the Sales Department, as a whole, have done better?

Installation:

Did you receive a call from the Operations Department confirming the appointment? yes

Was the Installer on time? yes

Was the Installer courteous? very

Did the Installer respect your Home? yes

What could we have done better?

Overall Experience:

What was your biggest fear before hiring All-Ways Accessible? Did it come true, and if not, what happened instead? no fear of anything
workmans comp claim

What, specifically, was your favorite part of getting your Lift Installation, and why?

allows me to get out
of house easier

If you were to recommend All-Ways Accessible to your best friend, what would you say?

Would you be willing to allow All-Ways Accessible to use your name as a reference for future customers?

_____ Yes No

Name: Dawn Stahin Larabee Date: 12/5/2014



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Sales:

Was the Salesperson on time? yes

Was the Salesperson courteous? yes

Was the Salesperson knowledgeable? yes

What could have the Sales Department, as a whole, have done better?

Installation:

Did you receive a call from the Operations Department confirming the appointment? yes

Was the Installer on time? a little late

Was the Installer courteous? yes

Did the Installer respect your Home? yes

What could we have done better? I was disappointed the new curtain rod pulled out of the wall the day after the install. And the repair was not what I expected. Functionally fine - but aesthetically a bit large; overkill?

Overall Experience:

What was your biggest fear before hiring All-Ways Accessible? Did it come true, and if not, what happened instead? n/a

What, specifically, was your favorite part of getting your Lift Installation, and why?
Staff is less physically stressed with lifting

If you were to recommend All-Ways Accessible to your best friend, what would you say?
yes - professional staff

Would you be willing to allow All-Ways Accessible to use your name as a reference for future customers?
_____ Yes _____ No

Signature

Date 12/23/14