

1/15/2015

APR 01 2015



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? 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? yes

Did the Installer respect your Home? yes

What could we have done better? /

Bernie was awesome

Overall Experience:

What was your biggest fear before hiring All-Ways Accessible? Did it come true, and if not, what happened instead? Having room in the stairs. It does not take up much room at all

What, specifically, was your favorite part of getting your Lift Installation, and why? My mom can now get downstairs to go out

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

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

Name: _____ Date: 3/25/15



APD 01 2015

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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?
Nothing

Installation:

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

Was the Installer on time? Yes

Was the Installer courteous? Yes

Did the Installer respect your Home? Yes

What could we have done better? Nothing

Overall Experience:

What was your biggest fear before hiring All-Ways Accessible? Did it come true, and if not, what happened instead?
The whole process was great

What, specifically, was your favorite part of getting your Lift Installation, and why?
The excitement my son has using it.

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

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

Name: [Signature]

Date: 3/26/15



APR 15 2015

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Sales:

Was the Salesperson on time? yes

Was the Salesperson courteous? yes

Was the Salesperson knowledgeable? absolutely

What could have the Sales Department, as a whole, have done better? They were ~~the~~ ^{they were} great!

Talked me into the feature that allows the track to lift up - but this is perfectly fine

Installation:

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

Was the Installer on time? Yes

Was the Installer courteous? Yes

Did the Installer respect your Home? Yes

What could we have done better? Nothing

Overall Experience:

What was your biggest concern before hiring All-Ways Accessible? Did it materialize, and if not, what happened instead? This is our second stair lift. We recommended several people to you in the past and will do so in the future.

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

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: _____ Date 4-8-15



All-Ways Accessible® ELEVATORS & LIFTS

APR 22 2015

Please Tell Us What You Think!!!

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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? Yes

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

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

our old one broke - It is great to have a new one!

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

Great Company

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

Name: _____ Date: 4.18.15



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.

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Sales:

Was the Salesperson on time? yes

Was the Salesperson courteous? yes - very

Was the Salesperson knowledgeable? yes

What could have the Sales Department, as a whole, have done better? nothing - David Porter & Gerry Buckanon were both very courteous & knowledgeable perfect gentlemen !!

Installation:

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

Was the Installer on time? yes

Was the Installer courteous? yes - very

Did the Installer respect your Home? yes

What could we have done better? nothing

Overall Experience:

What was your biggest concern before hiring All-Ways Accessible? Did it materialize, and if not, what happened instead? To choose the best stair lift that we could afford - It did materialize. We have it. Stannah seems to be a wonderful choice.

What, specifically, was your favorite part of getting your Lift Installation, and why? To be able to go upstairs again.

If you were to recommend All-Ways Accessible to your best friend, what would you say? Great company to do business.

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

Name: [Signature]

Date 4/24/15