

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.

Sales:
Was the Salesperson on time?
Was the Salesperson courteous?
Was the Salesperson knowledgeable?
What could have the Sales Department, as a whole, have done better?NMmy
Installation:
Did you receive a call from the Operations Department confirming the appointment?
Was the Installer on time?
Was the Installer courteous?
Did the Installer respect your Home?
What could we have done better?
Would you be willing to allow All-Ways Accessible to use your name as a reference for future customers? Yes No
Name:

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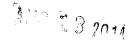


ELEVATORS & LIFTS

Please Tell Us What You Think!!!

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What could have the Sales Department, as a whole, have done better? It will under the CHAIR was defective. INSTALLA CALLES IN FOR ALOTHER SHERRY DAY
ITWAS INSTALLED. HE DID WONDERFULLY WELL -
Installation:
Did you receive a call from the Operations Department confirming the appointment? Yes
Was the Installer on time? $4e^3$
Was the Installer courteous? SERY!
Did the Installer respect your Home? YES - DID A BEAUTY OF A JOB!
What could we have done better? NOTHING - YOU'VE MADE THIS A JOY - AN UELY HAPPY WITH THE PERFORMANCE - THANK YOU - ALL
Would you be willing to allow All-Ways Accessible to use your name as a reference for future customers? YesNo
Name:





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What could have the Sales Department, as a whole, have done better?
Installation:
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Was the Installer on time? Ves exch
Was the Installer courteous?
Did the Installer respect your Home?
What could we have done better? Nothing
Would you be willing to allow All-Ways Accessible to use your name as a reference for future customers? Yes No
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Was the Salesperson knowledgeable? 465
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Installation:
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Was the Installer on time? Ye.S Was the Installer courteous? Ye.S
Was the Installer courteous? Ye.S
Did the Installer respect your Home? 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? FAILING OOWN The SIMINS - NO-Thank God We bought The STAIN LIFT.
What, specifically, was your favorite part of getting your Lift Installation, and why? Ensign To go down STAINS AND PILEVIATED The Fean of FAILING
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?
Name: 0 1 1 1 Date 08 - 27 - 14



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Was the Salesperson on time? $\sqrt{-5}$
Was the Salesperson courteous? <u>/ + 5</u>
Was the Salesperson knowledgeable? <u>Y < 5</u>
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?
was the Installer on time? ye 5
Was the Installer courteous? <u>y + 5</u>
Did the Installer respect your Home? y + 5
What could we have done better?
Would you be willing to allow All-Ways Accessible to use your name as a reference for future customers? YesNo
Name: Date 8-19-14



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Would you be willing to allow All-Ways Accessible to use your name as a reference for future customers? Yes No
1.1
Name:

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Was the Salesperson on time? No, But did call to let me Know time Change
Was the Salesperson courteous? $\frac{1}{\sqrt{e_S}}$
Was the Salesperson knowledgeable? <u>/es</u>
What could have the Sales Department, as a whole, have done better? אַ אַבּבּ בּאַנְבּוֹנְיּיִלְ
Installation:
Did you receive a call from the Operations Department confirming the appointment?No
Was the Installer on time?_No
Was the Installer courteous?
Did the Installer respect your Home? \(\frac{1}{2} \)
What could we have done better? Nothing ALL Excellent
Would you be willing to allow All-Ways Accessible to use your name as a reference for future customers? Yes No Name

Please return this questionnaire in the envelope provided to 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: