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# All-Ways Accessible®

ELEVATORS & LIFTS

Thank You

## Use 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? Very Polite and friendly

Was the Salesperson knowledgeable? Very knowledgeable and advised the owner and employees.

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

Nothing - upon receiving our call, Dave came to us.

### Installation:

Did you receive a call from the Operations Department confirming the appointment? No, but Mike spoke with us regarding the appointment.

Was the Installer on time? Yes - even early

Was the Installer courteous? Bernie is terrific

Did the Installer respect your Home? Yes - like our home was his home

What could we have done better? Given Bernie all the proper parts on 12/24/14 and give him A Bonus for working on one lift on Christmas Eve Day while other employees either partied or went home early, Bernie was at our Home from 9AM 3PM and then still had to drive back to place of business. Overall Experience: He deserves an added Bonus - don't you think?

What was your biggest fear before hiring All-Ways Accessible? Did it come true, and if not, what happened instead? I don't believe we had any fear. Our friends Jim & Cheryl Keery told us of you and how pleased they were with their chair. It is wonderful NOT TO BE A PRISONER in your own HOME.

What, specifically, was your favorite part of getting your Lift Installation, and why? Enabling my husband to go upstairs to his own bed and to be able to shower to be able to utilize our whole home not just the first floor.

If you were to recommend All-Ways Accessible to your best friend, what would you say? Just allow Bernie to install a chair lift - you won't regret it and Bernie won't leave your home until everything is 100%.

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

Name: \_\_\_\_\_

Date January 7, 2015



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### Sales:

Was the Salesperson on time? YES

Was the Salesperson courteous? YES VERY WELL MANNERED

Was the Salesperson knowledgeable? HE EXPLAINED EVERYTHING VERY WELL

What could have the Sales Department, as a whole, have done better?  
KEEP UP BEING NICE LIKE MINDY MIKE

### Installation:

Did you receive a call from the Operations Department confirming the appointment? NO BECAUSE I HAD TALK TO MIKE A FEW DAYS PRIOR

Was the Installer on time? YES

Was the Installer courteous? YES JEREMY WAS A GENTLE MAN AND POLITE

Did the Installer respect your Home? YES HE CLEANED IS MESS AND LEST IT PERFECT

What could we have done better? KEEP THE GOOD WORKERS DON'T LET THEM GO

### Overall Experience:

What was your biggest fear before hiring All-Ways Accessible? Did it come true, and if not, what happened instead?  
that it could have been a scam company. It is a very good company. they do jobs in ork good personality and explain every thing and clean after

What, specifically, was your favorite part of getting your Lift Installation, and why?  
The installer was pleasant worked hard and explain everything and made sure everything was running good before he left

If you were to recommend All-Ways Accessible to your best friend, what would you say?  
Call all-ways accessible and ask for Jeremy hes a good worker installer and explainer and a very good man

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

Name AD

Date 1-08-2015



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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?  
They did everything fine.

### 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?  
No - everything was fine.

### Overall Experience:

What was your biggest fear before hiring All-Ways Accessible? Did it come true, and if not, what happened instead? I had no fear hiring them.

What, specifically, was your favorite part of getting your Lift Installation, and why?  
Having the freedom to get upstairs multiple times a day.

If you were to recommend All-Ways Accessible to your best friend, what would you say?  
They do good work.

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

Name: Thomas Flores                      Date: 1-7-15



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### Sales:

Was the Salesperson on time? yes

Was the Salesperson courteous? yes -- very

Was the Salesperson knowledgeable? yes -- highly

What could have the Sales Department, as a whole, have done better?  
nothing - Jeff and Cearra were very patient with our many questions, and satisfied our concerns.

### Installation:

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

Was the Installer on time? yes Jeremy and Perry

Was the Installer courteous? absolutely yes

Did the Installer respect your Home? yes - they used booties on our hardwood floors.

What could we have done better? nothing - Jeff and Cearra were fantastic, giving us all the time & demonstrations & return demo we requested

### Overall Experience:

What was your biggest fear before hiring All-Ways Accessible? Did it come true, and if not, what happened instead? We had no fears, but contractor has worked with AWA for many years

What, specifically, was your favorite part of getting your Lift Installation, and why?  
Being shown how to use it, because I was unsure if I were strong enough for all the transfers and maneuvers

If you were to recommend All-Ways Accessible to your best friend, what would you say?  
I highly recommend AWA. Remember, you get what you pay for. AWA may be higher in \$ but absolutely well worth every cent.

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

Date January 16, 2015