

JUN 12 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? Very

Was the Salesperson knowledgeable? Excellent

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 - my husband was with him

Was the Installer courteous? Yes

Did the Installer respect your Home? Yes

What could we have done better? Nothing - I'm very happy about everything.

### Overall Experience:

What was your biggest concern before hiring All-Ways Accessible? Did it materialize, and if not, what happened instead? I would not be able to stay ~~over~~ over night at my cabin. Can't go up stairs. I use a walker to walk well.

What, specifically, was your favorite part of getting your Lift Installation, and why? I went right up in the evening just to be able to go up stairs. So much better.

If you were to recommend All-Ways Accessible to your best friend, what would you say? They are the best. We all are excited with my being able to get up stairs.

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

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

Date June 9, 15



JUN 08 2015

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### Sales:

Was the Salesperson<sup>s</sup> on time? YES

Was the Salesperson<sup>s</sup> courteous? YES

Was the Salesperson<sup>s</sup> 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<sup>s</sup> on time? Yes

Was the Installer<sup>s</sup> 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?  
\_\_\_\_\_  
\_\_\_\_\_

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?  
EXCELLENT JOB  
\_\_\_\_\_

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

X Yes \_\_\_\_\_ No

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

Date: 6/10/15



JUN 08 2015

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### Sales:

Was the Salesperson on time? Yes

Was the Salesperson courteous? Super Courteous! lovely person!

Was the Salesperson knowledgeable? Absolutely!!

What could have the Sales Department, as a whole, have done better? Everyone was so understanding + even worked to fit installation in in 2 days as they understood The necessity for

### Installation:

a quick install! Thank you, all!

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

Was the Installer on time? Yes

Was the Installer courteous? Super Courteous

Did the Installer respect your Home? Absolutely

What could we have done better? Nothing!

Jeremy was so thoughtful + Kind! A pleasure to have in our home!

### Overall Experience:

What was your biggest concern before hiring All-Ways Accessible? Did it materialize, and if not, what happened instead? That our basement stairs could not be made accessible Sierra reassured us instantly that it would work!

What, specifically, was your favorite part of getting your Lift Installation, and why? Watching my husband's mobility restored to a great degree so he can continue to be as independent as possible.

If you were to recommend All-Ways Accessible to your best friend, what would you say? Don't even call anyone else! The entire experience was stress free (no hard sell either). Thank you for that from the initial phone call inquiry to learning how to

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

Name: \_\_\_\_\_ Date: 6/5/15 home

P.S. God Bless You all!



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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 /  
Dave Porter was awesome

**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 / Jerry was awesome too.

**Overall Experience:**

What was your biggest concern before hiring All-Ways Accessible? Did it materialize, and if not, what happened instead? that I wouldn't find a company that could work with us. Having a new house & having access when the sellers let us in. NO problem though - Dave was great.

What, specifically, was your favorite part of getting your Lift Installation, and why? everything - installer was friendly, courteous, knowledgeable

If you were to recommend All-Ways Accessible to your best friend, what would you say? Don't call others - just call All-ways

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

Name: \_\_\_\_\_ Date 5/31/2015