

MAR 02 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?  
He was really great. He met or exceeded all of my expectations.

### 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? As above, he was also great and met or exceeded all of my expectations. He spent time doing things which were possible. He put me at ease.

### Overall Experience:

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

Perhaps that I would not feel comfortable with the elevator or that I would not understand how to use it. Best. Also if my first install, techs, and finish. He put me totally at ease with the equipment.

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

I was all a good experience in sales person and installers were both great, took their time, and answered all of my questions. 5 feet less to me st. 14 feet in height with it by the time I left my house.

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

Excellent people. Excellent equipment.

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

Name: \_\_\_\_\_ Date: 2-27-15

03/03/15

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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?  
No not really

### 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? They did a good job

### Overall Experience:

What was your biggest fear before hiring All-Ways Accessible? Did it come true, and if not, what happened instead? The unknown They did a good job

What, specifically, was your favorite part of getting your Lift Installation, and why?  
To take care of Cindy

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

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

Name: [Handwritten Name]

Date: 3-1-15



**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? no

**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 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?  
change went so smoothly

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: [Signature]

Date: 3-20-15