

JUN 28 2013



# 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.

### Sales:

Was the Salesperson on time? Yes

Was the Salesperson courteous? Very Courteous

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? More accurate measurement - back of chair scraping on rail at top of stairs. Installer said that there was nothing they could do about it. They took pictures.

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

[Redacted Name]

Name: [Redacted] Date 6/26/13

Installed 6/24/13 Required service call on 6/25/13

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.

JUN 10 2013



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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? WE BELIEVE THAT DAVE POTTER DOES AN EXCELLENT PRESENTATION OF YOUR PRODUCTS. FRIENDLY, COURTEOUS - KNOWLEDGEABLE

Installation:

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

Was the Installer on time? YES - ACTUALLY 30 MINUTES EARLY

Was the Installer courteous? YES - VERY

Did the Installer respect your Home? YES - VERY CAREFUL AND REMOVED ALL PACKAGES & MATERIAL THAT UNITS CAME IN.

What could we have done better? HE WAS SOMEWHAT HANDICAPPED BY HAVING AN INSTRUCTION BOOK FOR INSTALLATION OF ANOTHER MODEL. IT WAS OBVIOUS THAT YOUR INSTALLERS ARE VERY WILLING TO HELP EACH OTHER. THE PHONE CALLS FOR ASSISTANCE INDICATED A GOOD WORKING RELATIONSHIP  
Would you be willing to allow All-Ways Accessible to use your name as a reference for future customers?  Yes  No

Name: [REDACTED] Date 6/7/13

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.



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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? \_\_\_\_\_

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

Name: [Redacted] Date 5/30/12

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.