

Please rate our service in the following areas by checking the appropriate box:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
1. Salesperson				
Product knowledge.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness/courtesy.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Delivery Service- if applicable				
Prompt scheduling of delivery.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On time.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness/courtesy.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respectful to property.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Installation Service- if applicable				
Who was your installer?				
Scheduling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of workmanship.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness/courtesy.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean-up.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Showroom Displays				
Design ideas.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product selection.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean and organized.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Was our staff prompt in giving you prices?				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Was our merchandise priced competitively?				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Store hours				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Why did you decide to shop at Hundman? (Check all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> reputation for good service | <input type="checkbox"/> previous experience at Hundman |
| <input type="checkbox"/> recommended by family/friend | <input type="checkbox"/> competitive prices |
| <input type="checkbox"/> advertising | <input type="checkbox"/> contractor referral |
| <input type="checkbox"/> TV <input type="checkbox"/> Radio <input type="checkbox"/> Newspaper | <input type="checkbox"/> other |

9. Did you shop anywhere else besides Hundman for this project? Yes No

10. If yes, where else did you shop?

11. Would you recommend Hundman Lumber to a friend?

- Yes No Please explain:

12. What can we do to improve our service to you?

13. What additional products and services would you like us to offer?

14. Other comments or suggestions

15. Name (optional)