INSTRUCTIONS

Use pencil or black pen and fill ovals completely

Correct Mark Incorrect Marks

NEW & BRIGHT REMODELING Customer Experience Survey

Thank you for purchasing flooring from our store. To help us understand how your experience was and how we might serve you better, please fill out the information below, and drop this survey in the mail. Alternatively, you can complete this survey online at www.new&bright.com. We truly appreciate your feedback and hope you will visit our showroom again! When you have completed this survey, remove the adhesive strip and fold so that the postage-paid return information is on the outside. Then drop the survey into the mail.

The Store...

Strongly Disagree ← → Strongly Agree

1. I would recommend your business to a friend, relative, or neighbor. 0 1 2 3 4 5 6 7 8 9 10
2. The store was clean, well-lighted and attractive. 0 1 2 3 4 5 6 7 8 9 10
3. The products were attractively displayed and easy to access. 0 1 2 3 4 5 6 7 8 9 10
4. The staff was friendly and made me feel comfortable. 0 1 2 3 4 5 6 7 8 9 10
5. Purchasing product from your business was enjoyable. 0 1 2 3 4 5 6 7 8 9 10

The Sales Professional...

Strongly Disagree ← → Strongly Agree

1. I would recommend the SALES PROFESSIONAL to a friend, relative or neighbor. 0 1 2 3 4 5 6 7 8 9 10
2. ...listened well, answered effectively, and asked appropriate questions. 0 1 2 3 4 5 6 7 8 9 10
3. ...offered important information about the products and warranties we discussed. 0 1 2 3 4 5 6 7 8 9 10
4. ...made me feel comfortable and confident with my product selection(s). 0 1 2 3 4 5 6 7 8 9 10
5. ...adequately prepared me on what to expect during the installation. 0 1 2 3 4 5 6 7 8 9 10

Please identify which product was/were installed by the technician you are evaluating

○ Carpet ○ Tile ○ Hardwood ○ Laminate ○ Vinyl ○ Countertop ○ Cabinets

The Installer...

Strongly Disagree ← → Strongly Agree

1. I would recommend the INSTALLER(s) to a friend, relative or neighbor. 0 1 2 3 4 5 6 7 8 9 10
2. ...arrived on time and completed the installation in the expected time frame. 0 1 2 3 4 5 6 7 8 9 10
3. ...looked professional and acted in a professional manner. NA 0 1 2 3 4 5 6 7 8 9 10
4. ...reviewed the work order and made me comfortable with the installation process. NA 0 1 2 3 4 5 6 7 8 9 10
5. ...cleaned up and (if customer available) conducted a walk-through of installation. 0 1 2 3 4 5 6 7 8 9 10

Other comments:

Member:

PLEASE CONTINUE ON THE OTHER SIDE →

PLEASE REMOVE STRIP, FOLD & SEAL BEFORE MAILING SURVEY

SAMPLE