



CUSTOMER SATISFACTION SURVEY

Please help us to always improve with just a few minutes of your time and receive a \$25.00 rebate on your completed roofing job, just for filling out this customer satisfaction survey.

Thanks for choosing Billy's Roofing. We have appreciated the opportunity to serve you. Please mail this survey form to: **BILLYS ROOFING, 33710 Plymouth Road, Livonia, MI 48150**

DATE: _____ NAME: _____

Your attitude about Billy's Roofing Staff, Installation and Results.

PLEASE CHECK ONE BOX AND ADD COMMENTS	Strongly Agree	Agree	Disagree	COMMENTS
About the Salesperson / Estimator				
1. Understood my needs				
2. Clearly explained the estimate				
3. generated trust in the company				
About the Installation work preformed				
1. Arrived on time				
2. demonstrated appropriate respect				
3. performed as professionals				
4. protected property during installation				
5. cleaned up after job completion				
6. completed project on time				
About the Results				
1. met my expectations				
2. would recommend to others				

Please complete the following statements... go ahead, don't hold back that's how we learn to improve!

If I owned Billy's Roofing I would...	
I would recommend Billy's Roofing to others, because I believe they...	
Billy's Roofing would be more successful if they...	