**CUSTOMER SATISFACTION SURVEY**

Pre-purchase Experience

Greeting from consultant

1.Very satisfied 2.Somehow satisfied 3.Neither satisfied nor dissatisfied 4.Somehow dissatisfied 5.Very dissatisfied

Greeting on the phone

1.Very satisfied 2.Somehow satisfied 3.Neither satisfied nor dissatisfied 4.Somehow dissatisfied 5.Very dissatisfied

Appearance of the showroom

1.Very satisfied 2.Somehow satisfied 3.Neither satisfied nor dissatisfied 4.Somehow dissatisfied 5.Very dissatisfied

Consultant’s product knowledge

1.Very satisfied 2.Somehow satisfied 3.Neither satisfied nor dissatisfied 4.Somehow dissatisfied 5.Very dissatisfied

Overall cousultation experience

1.Very satisfied 2.Somehow satisfied 3.Neither satisfied nor dissatisfied 4.Somehow dissatisfied 5.Very dissatisfied

Experience with Installation Department

Convenience of Schedule the installation

1.Very satisfied 2.Somehow satisfied 3.Neither satisfied nor dissatisfied 4.Somehow dissatisfied 5.Very dissatisfied

Installers were courteous and professional

1.Very satisfied 2.Somehow satisfied 3.Neither satisfied nor dissatisfied 4.Somehow dissatisfied 5.Very dissatisfied

Cleanliness of area after installation

1.Very satisfied 2.Somehow satisfied 3.Neither satisfied nor dissatisfied 4.Somehow dissatisfied 5.Very dissatisfied

Overall installation experience

1.Very satisfied 2.Somehow satisfied 3.Neither satisfied nor dissatisfied 4.Somehow dissatisfied 5.Very dissatisfied

Post-installation Experience

Did you receive a quality inspection visit/call from your consultant following the installation to ensure that you were satisfied?

YES/NO

Would you refer Power Dekor to others? YES/NO

How we can improve?

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