

CLIENT SATISFACTION SURVEY

PLEASE MAIL IN THE ENVELOPE PROVIDED

Professional Audio Consultants believes that the job is not finished until the client is satisfied. To that end we continually look for ways to improve our performance. As a valued client you can help us greatly by taking a few moments to complete this questionnaire.

- Please answer the following using a scale of 1 to 5 where
 - 5...greatly exceeded my expectation
 - 3...met my expectation
 - 1...did not meet my expectation

• How do you feel about the system we designed for you in terms of	Score
Design	1 2 3 4 5
Ease of Use	1 2 3 4 5
Performance	1 2 3 4 5
• How was your experience with your Designer?	Score
Courtesy and Personal Touch	1 2 3 4 5
Knowledge and Expertise	1 2 3 4 5
Attention to Detail and Follow-up	1 2 3 4 5
Overall	1 2 3 4 5
• How was your experience with your Project Manager?	Score
Courtesy and Personal Touch	1 2 3 4 5
Knowledge and Expertise	1 2 3 4 5
Attention to Detail and Follow-up	1 2 3 4 5
Overall	1 2 3 4 5
• Please rate the installation process in terms of:	Score
Ease of scheduling	1 2 3 4 5
Staff arrived on time	1 2 3 4 5
Staff courtesy	1 2 3 4 5
Neatness and respect for your home	1 2 3 4 5
Quality of work	1 2 3 4 5
Timeliness of Completion	1 2 3 4 5
• How was your experience in dealing with our office?	Score
Courtesy	1 2 3 4 5
Handling inquiries	1 2 3 4 5
Invoicing/billing	1 2 3 4 5
Overall	1 2 3 4 5
• Overall how was your experience with PAC?	1 2 3 4 5
• Based on this experience would you recommend PAC to a friend or colleague?	YES NO
• Please use the back of this form to describe any especially positive or negative experiences or to make any additional comments	
• Client:	
• Date	Email: