

Your first choice...

# PRIOR PRODUCTS Ltd

*Quality, Comfort, Security and Warmth*

## CUSTOMER'S CONSERVATORY QUESTIONNAIRE



Name .....

Postcode .....

**1) What encouraged you to contact Prior Products?**

- Website       Paper  
 Google search     Signage/Boards  
 Repeat work       Vans (sign-written)  
 Directory         Facebook  
 Radio             Referral  
 Other

**2) How did you find the initial contact service on a scale of 1-10? (10 being best)**

Friendly 1 2 3 4 5 6 7 8 9 10

Efficient 1 2 3 4 5 6 7 8 9 10

**3) On booking your appointment did you find you received:**

- A prompt date and time that suited your requirements  
 A delayed wait and an appointment time that caused you inconvenience

**4) How did you find our sales representative?**

- Prompt                                       Late arriving  
 Friendly and informative       Forceful

**5) Did you feel you received enough information on our products?**

- Yes                       No

**6) Were you shown samples of handles, glass and roof options etc?**

- Yes                       No

If No, would you like to have seen a sample?

Comments .....

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**7) Did you see a demo window?**

- Yes                       No

If No, would you like to have seen one?

Comments

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**8) Were you given a quote direct from our salesman during your appointment?**

- Yes                       No

Comments

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**9) Did you receive a written or emailed quotation?**

- Yes                       No                       Both  
 Punctually             Delayed

**10) Was the quotation letter relevant and informative?**

- Yes                       No

Comments

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**11) Did you find the price to be:**

- Reasonable     Average             Expensive

**12) From confirming your order to date of survey & fitting, did you find this period to be:**

- Behind your desired schedule  
 Prompt and efficient

**13) What was the main reason for signing up with us?**

- Price                       Quality               Other

Comments

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**14) Did you visit the factory or showroom centre?**

- Factory

Comments

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- Showroom centre

Comments

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**26) Quality of craftsmanship**

- Poor       Average       Very good

**27) Did you view our company video?**

- Yes       No

If No, were you made aware of it and would you like to have seen it?

Video Comments

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If you feel we could improve certain areas of our service please feel free to inform us below.

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**Your overall review**

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**Has an A frame been left at your property?**

- Yes       No

**Has a staked sign been left at your property?**

- Yes       No

**INTERNAL USAGE**

Salespersons name:

Installers:

Builders:

Electricians:

Others:

**WINDOWS | DOORS | CONSERVATORIES | GARAGE DOORS | ROOFLINE | BUILDING WORKS... and more!**

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