

Your first choice...

PRIOR PRODUCTS Ltd

Quality, Comfort, Security and Warmth

CUSTOMER'S WINDOW & DOOR 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 a sample?

Comments

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

- Yes No

Comments

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

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

14) Did you visit the factory or showroom centre?

- Factory

Comments

- Showroom centre

Comments

15) Were you aware that a visit to either was an option?

- Yes No

Comments

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16) Did you find our surveyor to be:

- Prompt Late on arrival
 Friendly & informative Non-informative & impolite
 Received enough information Not enough information received

17) Did you find the installation team to be:

- Prompt Late on arrival
 Friendly and approachable Unfriendly
 Clean and tidy Untidy

18) Quality of craftsmanship

- Poor Average Very good

19) 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!

Head Office: Tel: **01789 720222** Fax: 01789 720220
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