



Thank you for entrusting your landscape to our company.

We care about how you view the quality of our work; consequently, although you may have completed this questionnaire before, it helps us if you could find the time to fill it out once again.

Thank you for your patronage and your time responding to our questionnaire. As always, if you have any questions about any aspect of our work, please do not hesitate to call on me.

*Jay*

J.W. Townsend  
President

J.W. Townsend, Inc., Landscape Contractor, P.O. Box 5551, Charlottesville, VA 22905

434/973-1154 \* 434/973-1578 fax

*Commonwealth of Virginia Class A Contractors License #028007*

## **CUSTOMER FOLLOW-UP QUESTIONNAIRE**

We are constantly striving to improve our landscape management program and, above all, our service to you. Please take a few minutes to complete this questionnaire pertaining to our performance on the service provided to you. We value your comments.

1) How did you hear about our company? \_\_\_\_\_

2) Do we arrive as expected?                      a. yes                                      b. no

3) Does our staff seem knowledgeable and eager to answer your questions or discuss your concerns?                                      a. yes                                      b. no

Would you like to mention anyone in particular? \_\_\_\_\_

4) Is our staff courteous?                      a. yes                                      b. no

5) Is your site left neat and tidy?                      a. yes                                      b. no

6) How would you rate the overall job quality?  
a. Excellent                                      c. Fair  
b. Good    d. Poor

7) Part of Estate Gardening is determining work priorities each week. Are we addressing your priorities?  
a. yes    b. no

Are there any specific priorities that you have that we should focus on more? If so, please list them:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8) What are your expectations of us, as we continue to maintain your garden and/or landscape? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

9) Would you refer our company to friends, neighbors, business associates?  
a. yes    b. no

10) How would you rate our communication? Do we respond to your needs in a clear and timely fashion? \_\_\_\_\_

\_\_\_\_\_

11) How would you rate our invoices? Are they correct, concise and timely? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

12) Can you suggest any ways in which our services can be expanded or improved upon?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Additional comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name & Phone No.: \_\_\_\_\_

Should you have any questions or wish to make further comments, please do not hesitate to contact Steve at 973-1154 (w) or 566-7657 (cell).

Thank you for taking the time to fill out this questionnaire and enabling us to serve you better. Please visit our new website, now online.