



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

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Commonwealth of Virginia Class A Contractors License #028007

JOB FOLLOW-UP

We are constantly striving to maintain and improve the quality of our plants, the installation of our products, 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?
a. Yellow page ad
b. Referral by _____
c. Other _____

- 2) Did we arrive when expected?
a. yes b. no

- 3) How would you rate the plant quality?
a. excellent b. good
c. fair d. poor

Comments: _____

- 4) Did 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?

- 5) Was our staff courteous?
a. yes b. no

Comments: _____

- 6) Was your site left neat and tidy?
a. yes b. no

Comments: _____

- 7) How would you rate the overall job quality?
a. excellent b. good
c. fair d. poor

Comments: _____

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

Comments: _____

If not, please tell us why? _____

- 9) Could we use your name as a reference for our company?
a. yes b. no

- 10) Can you suggest any ways in which our services could be improved?

Additional Comments: _____

Name (optional): _____

Should you have any questions or wish to make further comments, please do not hesitate to contact us.

Thank you for your assistance.