



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) 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 more on? If so, please list them

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If anything is listed above, would meeting to discuss the garden more often be helpful?

- a. yes
- b. no

Should we set-up periodic meetings to improve communication?

- a. yes
- b. no

3) Are we meeting your expected level of productivity?

- a. yes
- b. no

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?

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5) Was our staff courteous?

- a. yes
- b. no

Comments: \_\_\_\_\_

4) Was your site left neat and tidy?

- a. yes
- b. no

Comments: \_\_\_\_\_

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5) How would you rate the overall job quality?

- a. excellent
- b. good
- c. fair
- d. poor

Comments: \_\_\_\_\_

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

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Additional Comments:

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Name (optional):

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

Thank you for your assistance.