



J.W. TOWNSEND
LANDSCAPES

Thank you for entrusting your landscape to our company. On the other side of this sheet is a questionnaire that is sent out with every invoice.

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. For your convenience, we have enclosed an envelope to use when returning this questionnaire.

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.

A handwritten signature in black ink, appearing to read 'L. Townsend'.

Leigh Townsend
President



J.W. TOWNSEND
LANDSCAPES

Name (optional): _____

Address: _____

Date: _____

Evaluation Scale: (A) Superior (B) Above Average (C) Good (D) Fair (F) Poor

First Impressions

How did you learn about our company?

Did you visit our website?

Yes or No

Did you receive a return call or e-mail in a timely manner?

Yes or No

How well did our sales staff answer your questions, create your proposal, and get back with you in a reasonable amount of time?

A B C D F N/A

Delivery

Did we arrive when expected?

Yes or No

How friendly and knowledgeable was our staff?

A B C D F N/A

How would you rate the overall quality?

A B C D F N/A

How neat and tidy was your site left?

A B C D F N/A

Other Comments:

Follow Through

How much value do you feel you received for your money?

A B C D F N/A

How well did we explain the after-care needs of your project?

A B C D F N/A

Please rate our invoicing process, accuracy and timeliness.

A B C D F N/A

Please rate your overall experience:

A B C D F N/A

Would you refer our company to others?

Yes or No

Could you suggest ways in which our services may be improved?

Would you like to comment on any staff members in particular?

Thank you for your assistance in helping us to improve our quality control and customer service.

Please download and email this survey to jwt@townsendlandscape.com