

DEMA'S Landscaping Services

Customer Survey

CUSTOMER NAME _____

ADDRESS _____

CITY _____ STATE _____ POSTAL_CODE _____

Date of Service: _____

RE: Please tell me how we are doing.

Dear _____,

Customer service is very important to us. We always like to hear from our customers... especially when something is wrong. That may sound strange, but its true. Would you please take a moment and fill out his quick survey for us?

1. Please rate lawn on the following three characteristics:

Weed Control: _____Excellent _____ Good _____ Fair _____ Poor

Lawn Thickness: _____Excellent _____ Good _____ Fair _____ Poor

Lawn Color & Consistency: _____Excellent _____ Good _____ Fair _____ Poor

2. Has the condition of your lawn improved with our service?

_____Excellent _____ Good ____ Fair ____ Poor

3. How do you rate your technician and/or service staff?

_____Excellent _____ Good ____ Fair ____ Poor

4. Responsiveness of staff?

_____Excellent _____ Good ____ Fair ____ Poor

5. Courtesy of staff?

_____Excellent _____ Good ____ Fair ____ Poor

6. What do you appreciate about our service? Has any member of our staff been especially helpful?

7. Did we do what we said? _____Excellent _____ Good ____ Fair ____ Poor

8. Accuracy of billings & statements? _____Excellent _____ Good ____ Fair ____ Poor

9. Overall quality of service? _____Excellent _____ Good ____ Fair ____ Poor

10. Is there anything about your lawn or our service to you that you are unhappy with? If so please explain.

11. How best can we improve our service for you?

12. How satisfied are you with quality of the plants and/or materials?

_____Excellent _____ Good ____ Fair ____ Poor

13. How satisfied are you with quality overall value of services?

_____Excellent _____ Good _____ Fair _____ Poor

14. How satisfied are you with the timeframe to perform the work?

_____Excellent _____ Good _____ Fair _____ Poor

15. What influenced your decision to choose our landscape company?

Service:

Did we do the work within a reasonable amount of time and when we said we would? (yes or no)

Workmanship:

Were we polite and courteous? (yes or no)

Would you want to recommend us to your neighbors? (yes or no)

Please feel free to put down any suggestions that would help our business better serve you in the future.

I look forward to hearing from you.

Dmitriy Maltsev
DEMA'S LANDSCAPING SERVICES