



## Customer Survey

CUSTOMER NAME Helen

ADDRESS \_\_\_\_\_

CITY Ephrata STATE PA POSTAL\_CODE 17522

Date of Service: May 21, 2011

RE: Please tell me how we are doing.

Dear Helen,

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       X  Poor

Lawn Thickness: \_\_\_\_\_ Excellent      \_\_\_\_\_ Good       X  Fair      \_\_\_\_\_ Poor

Lawn Color & Consistency: \_\_\_\_\_ Excellent      \_\_\_\_\_ Good       X  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)

Yes

**Workmanship:**

Were we polite and courteous? ( yes or no )

Yes

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

Yes

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