



Customer Satisfaction Survey

In our efforts to continually provide exceptional customer service from beginning to end, we gladly welcome you to share your personal experience with us and sincerely appreciate your time in doing so. You may complete the survey below and return it in the provided self-addressed stamped envelope or simply use it as a guide as you leave us a review on our online review page: www.yelp.com/biz/stokes-granite-and-stone-inc-orangevale. Online, you can also upload pictures of your beautifully completed project for future clients to see!

In-Home Estimate (If Applicable)

1. Name of Estimator: _____ Was he/she on time for your appointment?
2. Were all of the answers to your questions explained thoroughly and to your satisfaction?
3. If any follow up was needed, was it completed as promised?

Yes	No

Office & Scheduling

1. Were you able to easily reach our staff during our office hours?
2. Was our office staff courteous and professional?
3. Did you receive your estimate promptly?
4. Were you given adequate notification for your template and install dates?

Yes	No

Template

1. Name of Templator (If known): _____
2. Did the templator confirm their arrival time and arrive on time?
3. Was the templator courteous and professional?
4. Were all of the answers to your questions explained thoroughly and to your satisfaction?

Yes	No

Fabrication

1. If you came into the shop for a layout:
 Name of who helped you (If known): _____
 Were you satisfied with the service you received?
 Were all of the answers to your questions explained thoroughly and to your satisfaction?
2. Were you satisfied with the quality of your finished surface(s)?

Yes	No

Installation

1. Names of Installers (If known): _____
2. Did the installers confirm their arrival time and arrive on time?
3. In regards to the installation team:
 Were they considerate and professional?
 Did they complete the job in a timely fashion?
4. Were all of the answers to your questions explained thoroughly and to your satisfaction?

Yes	No

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Our Company

1. Why did you choose Stokes Granite & Stone? If you were referred to us, please note by whom.

2. Did the service we provided you meet and/or exceed your expectations? If so, what stood out most?

Other Comments

All feedback provided may be used in future Stokes Granite & Stone promotional and marketing materials.

Please check here if you do not want your feedback used.

Name	Signature (Not Required)	Date
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