

Solar PV –Post installation Questionnaire

Customer Details		Ref: GRA0304
Name	Mr & Mrs Grayson	
Address	Aveley	

We would really appreciate it if you could fill in the following feed-back questionnaire and return in the envelope provided

1. What is your overall satisfaction rating with our company?

- 5 - Very Satisfied
- 4 - Somewhat Satisfied
- 3 - Neither Satisfied nor Dissatisfied
- 2 - Somewhat Dissatisfied
- 1 - Very Dissatisfied

*Listening / Response ++
Politeness ++
Care of our property ++
Keeping us informed ++*

Please tell us why you feel that way

2. How likely are you to recommend our service to a friend or colleague?

- 5 - Very Likely
- 4 - Somewhat Likely
- 3 - Neither Likely Nor Unlikely
- 2 - Somewhat Unlikely
- 1 - Very Unlikely

As above

Please tell us why you feel that way

3. Please rate your level of satisfaction with your sales representative in the following areas.

	5 - Very Satisfied	4 - Somewhat Satisfied	3 - Neither Satisfied nor Dissatisfied	2 - Somewhat Dissatisfied	1 - Very Dissatisfied
Responsiveness	✓				
Knowledge of system	✓				
Professionalism	✓				
Understanding of my needs	✓				

Additional Comments *Small, local company; we were always able to contact you; the price was good; Matthieu's help in completing all forms + guidance. Any future queries; care of installation. Many thanks!*

Issue:1.0	SOLAR PV QUESTIONNAIRE AFTER INSTALLATION	Storm Electrical Solutions Limited
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