We are constantly striving to provide you with the best service possible, please take a few moments to fill in our feedback form.

Name: Telephone

Address: Email:

(All details are optional)

1. **How did you hear about RSI and why did you choose us?**

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1. **At the stage of obtaining quotations, how many quotes did you have including us?** (Please circle)

JUST US - 2 - 3 - 4 - 5 OR MORE

1. **How would you rate the quality of installation provided by our workmen?** (Please circle)

EXCELLENT - 10 9 8 7 6 5 4 3 2 1 – POOR

1. **Compared with our approximate fitting time, when did your installation finish?** (Please circle)

AHEAD OF SCHEDULE - ON SCHEDULE - BEHIND SCHEDULE

1. **How would you rate your overall experience with Roger Smith Installations?** (Please circle)

VERY GOOD – GOOD – FAIR – POOR – VERY POOR

1. **What aspect of RSI were you most satisfied by?** (Please circle)

- QUALITY OF PRODUCTS -QUALITY OF SERVICE - PUNCTUALITY - PRICE OTHER:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **How likely is it that you would recommend our products/ services?** (Please circle)

VERY LIKELY – LIKELY – NEUTRAL – UNLIKELY – UNSURE

1. **In your view, what does Roger Smith Installations offer that is unique or different?**

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1. **Are there any products/ services we don’t currently offer that you would like to see?**

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1. **May we use you as a reference for prospective customers? (they may wish to view your property from the roadside)**

YES - NO – ONLY VIA ROADSIDE (comments welcome)

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**Feel free to share any further comments or suggestions you may have:**

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**Customer Reviews**

We’d like to thank you again for placing your business with us. As a small family business reviews are very important. When looking for companies to work at your home, whether it be decorating, gardening or cleaning, reviews help you to make the right choice. Therefore, we are trying to build up the amount of reviews we have about our company to help customers make a more informed decision.

**Yell-** You may have already completed the feedback forms we provided you with which helps us greatly. If you have the time and the means to we would appreciate if you can leave us a review on Yell which can be found here: <https://www.yell.com/biz/roger-smith-installations-bedworth-2436673/>