

Questionnaire

We are confident in what we do but is it enough? Are our prices justified? Were our staff knowledgeable and helpful? Let us know and please be as candid as you wish. Simply tick over the yes or no or fill in the areas below and return in the stamped addressed envelope.

Grooms Name : SMITH SCARFELL'S **Wedding Date** 18/04/08

Did our showroom portray our image such as our website : (yes) (no)

Did you find our sales team :

| | | | |
|---------------|---|------|------------------------------|
| Presentable | (yes) <input checked="" type="checkbox"/> | (no) | |
| Knowledgeable | (yes) <input checked="" type="checkbox"/> | (no) | |
| Helpful | (yes) <input checked="" type="checkbox"/> | (no) | Marks out of 10 - <u>(9)</u> |

Upon subsequent visits was the service : As good (yes)
 Better (yes) (no)
 Worse (yes) (no) Marks out of 10 - (9)

Comments : Excellent and helpful service

Did you find the products on offer: The same as other companies (yes) (no)
 Better / worse than others (better) (same) (worse)
 Displayed Well (yes) (no)

Mark out of 10 - (9)

Showroom Layout :

| | | | |
|--------------|---|------|-----------------------------|
| Comfortable | (yes) <input checked="" type="checkbox"/> | (no) | |
| Too small | (yes) <input checked="" type="checkbox"/> | (no) | |
| Clean & Tidy | (yes) <input checked="" type="checkbox"/> | (no) | Mark out of 10 - <u>(8)</u> |

You decided to use our services because of : Level of our service Tick any box
 Product Choice
 Location

Other Reasons: _____

General Comments : _____

WOULD YOU RECOMMEND US TO OTHERS : YES NO

Thank you very much. Your comments will be noted.
 Steve Bishop

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