



Tivannagh House, Tivannagh, Boyle, Co. Roscommon
 Email: info@thomasjcrummy.com / www.thomasjcrummy.com
 Tel: 071 966 3086 & Mob: 0868577750



Client Satisfaction Survey

We would be grateful if you could spare a few minutes to complete this Customer Satisfaction Survey to help us ensure that our standard of customer care exceeds expectations wherever possible.

How/Where did you hear about us?	<input type="checkbox"/> internet/website <input type="checkbox"/> logo on vehicles <input type="checkbox"/> site signage <input type="checkbox"/> newsletters or newspaper article, if so which paper/magazine _____ <input type="checkbox"/> on the recommendation of _____ <input type="checkbox"/> otherwise _____
---	---

For all other question please tick the appropriate box to indicate your degree of satisfaction.

Where: **1** = Excellent, **2** = Good, **3** = Satisfactory, **4** = Poor

TOPIC	1 2 3 4	Comments / Suggestions
RESPONSIVENESS: How would you rate our responsiveness in dealing with your initial query?		
Professionalism: How would you rate our professionalism in dealing with you?		
Expertise: How would you rate the technical and expert advice given by the owner?		
Technical: How would you rate the technical competence of our landscaping staff?		
Service Quality: How would you rate the quality of our services?		
Service Expectation vs Actual: Did the job performance and standard meet your expectations?		
Service Delivery: How would you rate our commitment to meet and deliver your project completion expectations?		
Competitiveness: How would you rate the competitiveness of our services and do they represent best value for total cost of lifetime ownership?		
Quality: How would you rate our approach to quality management to ensure complete customer satisfaction?		
Overall: How would you rate Thomas J Crummy Landscaping as a Landscaping Firm?		
Further Association: Would you consider engaging the service of Thomas J Crummy Landscaping again?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> don't know	
Referral: Would you be prepared to recommend Thomas J Crummy Landscaping to others?	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> don't know	
Testimonial: Would you be prepared to provide a testimonial statement for use in our literature? If so, please insert across.	<input type="checkbox"/> yes <input type="checkbox"/> no	
Other: Do you have any comments or suggestions that would help us improve our quality of customer service?	<input type="checkbox"/> yes <input type="checkbox"/> no	



Tivannagh House, Tivannagh, Boyle, Co. Roscommon
Email: info@thomasjcrummy.com / www.thomasjcrummy.com
Tel: 071 966 3086 & Mob: 0868577750



Customer Signature: **Date:**
(Voluntarily)



Please return this survey by mail to the Office Thomas J. Crummy Landscaping, Tivannagh House, Boyle, Co. Roscommon or by e-mail to info@thomasjcrummy.com as soon as possible after the project handover.