



**CUSTOMER FEEDBACK FORM**

Customer Name: \_\_\_\_\_

Customer Address: \_\_\_\_\_ Date: / /

<p>1. How did you find out about us?</p> <p>Internet Search <input type="checkbox"/></p> <p>Yellow Pages <input type="checkbox"/></p> <p>PDC LOCAL directory <input type="checkbox"/></p> <p>Friends &amp; Family <input type="checkbox"/></p> <p>Radio Advertising <input type="checkbox"/></p> <p>Vehicle signwriting <input type="checkbox"/></p> <p>Display Centre Signage <input type="checkbox"/></p>	<p>2. Please rate your initial contact with us. Was it by telephone/email or in person at our retail outlet (please circle which is applicable)</p> <p>Not so good [ 1 2 3 4 5 ] Excellent</p>
<p>3. Please rate timeliness of arrival of brochure pack and site inspection.</p> <p>Not so good [ 1 2 3 4 5 ] Excellent</p>	<p>4. Please rate time frame between site inspection and arrival of quote</p> <p>Not so good [ 1 2 3 4 5 ] Excellent</p>
<p>5. Please rate the professionalism of our Pool Installation Crew:</p> <p>Not so good [ 1 2 3 4 5 ] Excellent</p>	<p>6. Please rate the professionalism of our Pool Coping Crew (paving):</p> <p>Not so good [ 1 2 3 4 5 ] Excellent</p>
<p>7. What was your general impression of the final handover?</p> <p>Not so good [ 1 2 3 4 5 ] Excellent</p>	<p>8. Was enough information and training give to you at the time of your Handover, so you feel confident in maintaining your new swimming pool?</p> <p>Not so good [ 1 2 3 4 5 ] Excellent</p>

<p>9. At the completion of your new Swimming Pool was the site left in a neat and tidy manner?</p> <p>Not so good [ 1 2 3 4 5 ] Excellent</p>	<p>10. Was there enough information given to you and during the proces of building your pool? Did you feel as though you were being kept well informed along the way?</p> <p>Not so good [ 1 2 3 4 5 ] Excellent</p>
<p>11. Are you happy with the overall finish and quality of the Fibreglass Swimming Pools and all associated works?</p> <p>Not so good [ 1 2 3 4 5 ] Excellent</p>	<p>12. Would you feel confident in recommending Barrier Reef Fibreglass to your family and friends?</p> <p>Not so good [ 1 2 3 4 5 ] Excellent</p>
<p>13. Did you know that we also offer the latest computer Pool Water Testing at our retail outlet at 13 Anderson Street Manunda. As well as this our Pool Technicians perform onsite (ie at your place) Regular Pool Servicing?</p> <p>Yes / No</p>	<p>14. How would you rate your overall experience with Barrier Reef Fibreglass Pools?</p> <p>Not so good [ 1 2 3 4 5 ] Excellent</p>
<p>15. Did you know that we also offer onsite (ie at your place) Regular Pool Servicing of your new pool?</p> <p>Yes / No</p>	<p>Comments: _____</p> <p>_____</p> <p>_____</p>
<p>16. Would you be willing for a future customer of Barrier Reef Fibreglass Pools to contact you as a reference?</p> <p>If so, contact number: _____</p> <p>Yes / No</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>