

Customer Care Survey :

"We value your feedback"

Welcome to Residential Design Services' Customer Care Survey. At Residential Design Services our goal is to provide you the highest quality Customer Care possible and your valuable feedback helps us to do just that. We appreciate the time you are taking to complete this survey.

Homeowner: _____ Project: _____ Lot: _____

RDS Warranty Coordinator: Kacey Childs

1. What was the reason for your contact with your Residential Design Services' Warranty Coordinator?

2. How would you rate your Residential Design Services' Warranty Coordinator on being courteous?

Excellent	<input type="checkbox"/>	Comments _____
Very Good	<input type="checkbox"/>	_____
Good	<input type="checkbox"/>	_____
Fair	<input type="checkbox"/>	_____
Poor	<input type="checkbox"/>	_____
Not Applicable	<input type="checkbox"/>	_____

3. How would you rate your Residential Design Services' Warranty Coordinator on response time?

Excellent	<input type="checkbox"/>	Comments _____
Very Good	<input type="checkbox"/>	_____
Good	<input type="checkbox"/>	_____
Fair	<input type="checkbox"/>	_____
Poor	<input type="checkbox"/>	_____
Not Applicable	<input type="checkbox"/>	_____

4. How would you rate your Residential Design Services' Warranty Coordinator on helpfulness/willingness to assist you?

Excellent	<input type="checkbox"/>	Comments _____
Very Good	<input type="checkbox"/>	_____
Good	<input type="checkbox"/>	_____
Fair	<input type="checkbox"/>	_____
Poor	<input type="checkbox"/>	_____
Not Applicable	<input type="checkbox"/>	_____

5. How would you rate your Residential Design Services' Warranty Coordinator on knowledge/ability to assist you?

Excellent	<input type="checkbox"/>	Comments _____
Very Good	<input type="checkbox"/>	_____
Good	<input type="checkbox"/>	_____
Fair	<input type="checkbox"/>	_____
Poor	<input type="checkbox"/>	_____
Not Applicable	<input type="checkbox"/>	_____

6. How would you rate the speed in which your concern was resolved?

Excellent	<input type="checkbox"/>	Comments _____
Very Good	<input type="checkbox"/>	_____
Good	<input type="checkbox"/>	_____
Fair	<input type="checkbox"/>	_____
Poor	<input type="checkbox"/>	_____
Not Applicable	<input type="checkbox"/>	_____

7. Would you say your Residential Design Services' Warranty Coordinator went "above and beyond"?

Excellent	<input type="checkbox"/>	Comments _____
Very Good	<input type="checkbox"/>	_____
Good	<input type="checkbox"/>	_____
Fair	<input type="checkbox"/>	_____
Poor	<input type="checkbox"/>	_____
Not Applicable	<input type="checkbox"/>	_____

8. How would you rate your Residential Design Services' Warranty Coordinator in looking out for your interest/understanding your concern?

Excellent	<input type="checkbox"/>	Comments _____
Very Good	<input type="checkbox"/>	_____
Good	<input type="checkbox"/>	_____
Fair	<input type="checkbox"/>	_____
Poor	<input type="checkbox"/>	_____
Not Applicable	<input type="checkbox"/>	_____

9. How would you rate your Residential Design Services' Warranty Coordinator's ability to keep you updated throughout your repair process/follow through?

Excellent	<input type="checkbox"/>	Comments _____
Very Good	<input type="checkbox"/>	_____
Good	<input type="checkbox"/>	_____
Fair	<input type="checkbox"/>	_____
Poor	<input type="checkbox"/>	_____
Not Applicable	<input type="checkbox"/>	_____

10. How would you rate your Residential Design Services' Warranty Coordinator's flexibility in scheduling?

Excellent	<input type="checkbox"/>	Comments _____
Very Good	<input type="checkbox"/>	_____
Good	<input type="checkbox"/>	_____
Fair	<input type="checkbox"/>	_____
Poor	<input type="checkbox"/>	_____
Not Applicable	<input type="checkbox"/>	_____

11. How would you rate your Residential Design Services' Warranty Coordinator's ability to successfully complete your repair in one scheduled appointment?

Excellent	<input type="checkbox"/>	Comments _____
Very Good	<input type="checkbox"/>	_____
Good	<input type="checkbox"/>	_____
Fair	<input type="checkbox"/>	_____
Poor	<input type="checkbox"/>	_____
Not Applicable	<input type="checkbox"/>	_____

12. How would you rate your experience with Residential Design Services' Customer Care Department overall?

Excellent	<input type="checkbox"/>	Comments _____
Very Good	<input type="checkbox"/>	_____
Good	<input type="checkbox"/>	_____
Fair	<input type="checkbox"/>	_____
Poor	<input type="checkbox"/>	_____
Not Applicable	<input type="checkbox"/>	_____

13. Would you refer Residential Design Services to others based on the Customer Care Department?

Excellent	<input type="checkbox"/>	Comments _____
Very Good	<input type="checkbox"/>	_____
Good	<input type="checkbox"/>	_____
Fair	<input type="checkbox"/>	_____
Poor	<input type="checkbox"/>	_____
Not Applicable	<input type="checkbox"/>	_____

Please provide any additional feedback that you feel will be helpful to us in enhancing the Customer Care we provide:

Would you like to be contacted to discuss the results of your survey (please circle one) YES or NO

Contact number: _____

You may return this completed survey to us at 714-701-4458 or lroberts@resdesign.com.

Thank you again for taking the time to provide us this feedback to help us continue to improve the Customer Care that we provide you.