

Customer Satisfaction Survey

Reigate Kitchen Company

2a East Road | Reigate | RH2 9EX



Reigate Kitchen Company requests your help. Please complete the following Customer Satisfaction Survey based on the project we recently completed at your property. Thank you for your time.

Customer Name:

Tim Smart

Project Name:

41 Markfield

Project Number:

8/1/5

Project Manager/

Ben Diprose

Date:

November 1, 2017

1. Did the project team deliver the results and quality that were promised?

☐ Less than expected ☐ As expected ☐ More than expected ☒ Consistently more

1a. Did the project run in accordance with the program of works?

☐ Not really ☐ Sometimes ☐ Most of the time ☒ At all times

1b. Were you kept informed about any deviation from the program of works?

☐ No ☐ Sometimes ☐ Most of the time ☒ Always

1c. Was the site left in an acceptable condition at the end of each day of works?

☐ Rarely ☐ Sometimes ☐ Most of the time ☒ Always

2. The project process was ...

☐ Sporadic ☐ Acceptable ☐ Better than expected ☒ Very smooth

2a. Was there open and timely communication throughout the project?

☐ Less than expected ☐ As expected ☒ More than expected ☐ Consistently more

2b. Did the project team listen, learn, and then execute solutions to overcome challenges?

☐ Never ☐ Sometimes ☐ Most of the time ☒ Always

2c. Were the project personnel well-presented and polite?

☐ Never ☐ Sometimes ☐ Most of the time ☒ Always

2d. Would use or recommend Reigate Kitchen Company's services in the future

☐ Never ☐ Unsure ☐ Possibly ☒ Definitely

3. *The overall service on this project was ...*

☐ Poor ☐ Average ☐ Good ☒ Excellent

4. **Comments / Testimonial:**

We couldn't be happier with the kitchen design, supply and installation service provided by Reigate Kitchen Company. It was their vision for a kitchen design that worked for a young family and made best use of space that made them stand out from other suppliers. Couple with that their friendly and professional approach to working with clients, attention to detail and excellent quality product & finish, means that we would highly recommend Reigate Kitchen Company – actually we already have! They worked seamlessly with our builder during all stages of planning, installation and hand-over which ultimately made this project a huge success and resulted in us having a new open-plan kitchen/dining area we thoroughly love. Thanks Reigate Kitchen Company!

☒ Please check this box to grant us permission to use your testimonial on our website or in our future marketing efforts.

☒ Please check this box if you are willing to act as a reference for our company in the future.

☐ Please check this box if you wish to remain anonymous if the testimonial is used on our website.

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!