



## Customer Satisfaction Survey

As we announced with the introduction of Great Lakes Glass Distributors, we are committed to providing the best possible product selection and customer service within the aftermarket glass industry. In order to achieve our goals and meet your expectations, we could use your help. Please take a moment to fill out this survey to help us serve you better.

### **Outside Sales Department**

How often do you have contact with your salesperson (either in person or by phone)?

How often would you like to be contacted?

Are there any specific ways your salesperson could assist you better?

### **Inside Sales Department**

How would you rate the service in the customer service department?

Excellent                      Very Good                      Good                      Fair                      Poor

How would you rate the accuracy of our customer service department?

Excellent                      Very Good                      Good                      Fair                      Poor

Do you have any specific suggestions for our order department? How could we improve?

**Insulated Glass & Custom Shower Doors**

How would you rate the service you receive for insulated and shower door products?

Excellent                  Very Good                  Good                  Fair                  Poor

How would you rate the accuracy and quality of your insulated unit orders?

Excellent                  Very Good                  Good                  Fair                  Poor

How would your rate the 'Turn-Around' time on your insulated orders?

Excellent                  Very Good                  Good                  Fair                  Poor

How would you rate the accuracy and quality of the shower door products?

Excellent                  Very Good                  Good                  Fair                  Poor

Do you have any comments/suggestions about the service received on special order products?

**Product / Inventory Dependability –**

How would rate our total product line offering?

Excellent                  Very Good                  Good                  Fair                  Poor

How often are products backordered or out of stock? (Please be specific on products)

Rarely                  Often                  Very Often

Do you have any comments/suggestions on how we could improve our deliveries?

**We are always researching new products and/or training that would benefit our customers. Do you have any suggestions for products you would like us to investigate or any products we need to be more knowledgeable about?**

**Shipping/Warehouse**

How would you rate the delivery system regarding:

- |                       |           |      |      |      |
|-----------------------|-----------|------|------|------|
| 1- Accuracy           | Excellent | Good | Fair | Poor |
| 2- Punctuality        | Excellent | Good | Fair | Poor |
| 3- Damaged Products   | Excellent | Good | Fair | Poor |
| 4- Drivers Demeanor   | Excellent | Good | Fair | Poor |
| 5- Drivers Appearance | Excellent | Good | Fair | Poor |

**Billing/Invoicing**

Are your shippers/invoices:

1 - Accurate	Rarely	Often	Very Often
2 - Easy to understand	Rarely	Often	Very Often
3 - Priced correctly	Rarely	Often	Very Often
4 - Invoiced correctly	Rarely	Often	Very Often

Are problems with invoicing/pricing dealt with quickly and easily?

Do you have any comments/suggestions on how to make the shippers/invoices better?

This survey is completely anonymous. But please feel free to provide your contact information, if you have specific issues you would like us to deal with.

Business Name:

Contact Name:

Contact phone number / Email address:

Topic/Issue:

Thank you for your input. We hope the time that you have invested will help us to make your experiences with Great Lakes Glass Distributors positive!

**Sincerely,**

**Great Lakes Glass Distributors**