|  |  |
| --- | --- |
| **Central Valley Hardware**  924 East Church Street,  Stockton, CA 95203 209-464-7305 |  |

Thank you for giving us the opportunity to work with you on your recently completed Project. Client feedback is the most important thing for us in our constant quest for bringing better products and services to market. Please be as informative and objective as possible, as we welcome ALL feedback, both in terms of what we did well, and where we can improve. Please complete the following Customer Satisfaction Survey based on the project we recently completed for your organization. Thank you for your time.

Customer Satisfaction Survey

|  |  |  |
| --- | --- | --- |
| Customer Name: | Project Name: | Project Number: |
| [Customer Name] | [Project Name] | [Project Number] |
| Project Manager/ Stakeholder: | Date: |  |
| [Project Manager] | [Date] |  |

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than expected |  | As expected |  | More than expected |  | Consistently more |

## Were key project deadlines met with a “whatever it takes” attitude?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than expected |  | As expected |  | More than expected |  | Consistently more |

## Was consistent knowledge and direction provided on approach, scope, and schedule?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than expected |  | As expected |  | More than expected |  | Consistently more |

## Did the Project Manager and team guide your staff and project results? Were they “team players”?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than expected |  | As expected |  | More than expected |  | Consistently more |

# The project process was …

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than desirable |  | As expected |  | Better than expected |  | Consistently better |

## Was there open and timely communication?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than expected |  | As expected |  | More than expected |  | Consistently more |

## Were the right personnel consistently assigned throughout the project?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than expected |  | As expected |  | More than expected |  | Consistently more |

## Was the Project Manager and team creative and flexible in their approach to meeting objectives?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than expected |  | As expected |  | More than expected |  | Consistently more |

## Did the Project Manager and team listen, learn, and then execute solutions to overcome challenges?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than expected |  | As expected |  | More than expected |  | Consistently more |

# The overall service on this project was …

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than desirable |  | As expected |  | Better than expected |  | Consistently better |

# Comments / Testimonial:

[Add your comments here.]

Please check this box to grant us permission to use your company logo and testimonial, or a picture of the Project 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.

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

Dan Mulrooney

Owner, Central Valley Hardware