

## PLEASE HELP US IMPROVE SIR Inc. CUSTOMER SERVICE SURVEY FORM

Your First name:   Dan  

Date of service:   July 2015   City and State:   Milton, GA  

	Excellent	Good	Fair	Poor
Office staff was courteous and helpful.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff provided complete, accurate information for you.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A timely response was provided.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our construction team was professional and courteous.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our construction team made you feel safe and were clean.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My overall experience with SIR Inc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate the name(s) of any staff or worker you would like to commend:

Bernadette – Always a pleasure to work with

If you feel we fell short in meeting your service expectations, please describe the situation, including the name of the person involved and the date of the incident occurred:

John McCord needs better training. He told me that you would need to cut a large hole in the front of my home to inspect and then re-stucco and that it would not be a perfect match. This got me quite upset as I have been under your warranty for over a decade without this requirement. When we fought for a while (which sadly we did) he called the office and reported back to me it would not be required after all.

So, I think the whole issue could have been avoided by better knowledge on his part and better training on SIR's part. By the way, John was professional throughout the issue and I give him credit for his behavior. However, a phone call earlier in the issue would have avoided all the high blood pressure!

As a result of your experience with us, what service-related improvement can you recommend?