

On company letterhead

**Performance Feedback Form**

**Date**

Customer info:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Evaluation – Professionalism

4 is highest

	1	2	3	4
Listened to and understood my needs				
Educated me about options and advantages				
Was on time for appointments				
Good at timely call backs				
Showed concern for my home, yard, pets and family				

Evaluation – Technical Expertise

4 is highest

	1	2	3	4
What was promised was delivered				
The installed solution meets my needs				
Came prepared (to complete the work)				
The quoted price reasonably matched the final price				
Cleaned up well, during and after the job				

What would you say to your neighbors if they asked you how we performed? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Continue on back side if needed.

Can we use your statements in our efforts to find more clients? If yes, please initial (\_\_\_\_)

If we promise to deliver the same level of professionalism and expertise, would you recommend us to others? \_\_\_\_\_

Who do you know that might have an interest in getting their home evaluated?

Name	Relationship	Needs	Phone