



Seattle Pacific Homes, Inc.

Dear Homeowner,

In an effort to improve the service we provide, we are very interested to know how your experiences have been and what your thoughts were. We would greatly appreciate your response to the questions below. Please return the survey in the self-addressed, stamped envelope provided.

We thank you in advance for your time and your feedback.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1. Was our sales staff courteous and attentive to your needs and concerns?	4	3	2	1
2. Was the walk thru professional and descriptive?	4	3	2	1
3. Was the warranty information explained by the superintendent?	4	3	2	1
4. Did our subcontractors keep their scheduled appointments?	4	3	2	1
5. Are you satisfied with the quality of work performed?	4	3	2	1
6. How would you rate the overall performance of our subcontractors?	4	3	2	1
7. How satisfied were you with our flooring contractor?	4	3	2	1
8. How satisfied were you with our lighting supplier?	4	3	2	1
9. How satisfied were you with our appliance supplier?	4	3	2	1
10. Do you feel your customer service was thorough?	4	3	2	1
11. Did our customer service representative follow through?	4	3	2	1
12. How would you rate our customer service overall?	4	3	2	1
13. Based on the service you received, would you recommend Seattle Pacific Homes, Inc. as a builder?	Yes		No	
14. Any suggestions on how to improve on our floor plans would be greatly appreciated.				

15. Neighborhood/Plat Name: _____

Optional:

Name: _____ Date: _____