



Customer Survey

1. Please rate your lawn on the following three characteristics:

Weed control: *Excellent Good Fair Poor*

Lawn Thickness: *Excellent Good Fair Poor*

Lawn Color & Consistency: *Excellent Good Fair Poor*

2. Has the condition of your lawn improved with our service ?

Excellent Good Fair Poor

3. How do you rate your technician and/or service staff ?

Excellent Good Fair Poor

4. Responsiveness of staff? *Excellent Good Fair Poor*

5. Courtesy of staff? *Excellent Good Fair Poor*

6. What do you appreciate about our service? Has any member of our staff been especially helpful?

7. Did we do what we said? *Excellent Good Fair Poor*

8. Accuracy of billings & statements? *Excellent Good Fair Poor*

9. Overall quality of service? *Excellent Good Fair Poor*

10. Is there anything about your lawn or our service to you that you are unhappy with? If so please explain.

11. How best can we improve our service for you?

12. How satisfied are you with the quality of the plants and/or materials?

Excellent Good Fair Poor

13. How satisfied are you with the overall value of services?

Excellent Good Fair Poor

14. How satisfied are you with the timeframe to perform the work?

Excellent Good Fair Poor

15. What influenced your decision to choose our landscape company?

16. Would you recommend us to family friends neighbors or colleagues? Yes No