

Customer Satisfaction Survey

Please help us continue to provide the best customer service in the Mon Valley by answering the following survey questions. When you return the survey you have a chance to win the monthly drawing for a \$100 gift card.

When you entered our store were you greeted quickly and professionally:

- Yes
 No

The main reason you gave us the opportunity to satisfy your needs was:

- Reputation
 Service
 Price
 Referral

What helped you in making your decision to buy at Highway:

- Risk Free Purchasing
 Product Information
 Price
 Service/Parts Department

Other stores you visited before you made your buying decision:

- Lowes, Home Depot
 Sears
 Best Buy
 Other (Independents)

The overall appearance of our store and product displays were:

- Excellent
 Good
 Average
 Poor

The overall attitude, enthusiasm, and service of our certified sales advisors and staff were:

- Excellent
 Good
 Average
 Poor

The overall attitude, enthusiasm and skill of our delivery personnel was:

- Excellent
 Good
 Average
 Poor

Do you feel that you received everything you were promised from the sale to the delivery of your purchase?

- Yes
 No

The chance that you would recommend us to your family or friends to satisfy their needs is:

- Excellent
 Good
 Average
 Poor

Comments: Your comments are very important to us.

Name: _____

Address: _____

Phone: _____

E-Mail: _____