

SOUTHERNWIND POOLS

Satisfaction Survey



Survey Completed. 100% of responses were >2.

Contact:	Ron and Kim Jones	Salesperson:	Mike Calonne
Project Address:	417 Danbury	Project Manager:	Mike Eastes
Project City:	Murphy	Job Type:	Swimming Pool
Project State:	TX		
Email:	kimjones5272@gmail.com		
Phone:	(214)405-8137		
Completion Date:	04/03/2015		
Survey Name:	Contractor Survey Template		
Survey Type:	Shortly After Closing		
Survey Completed:	Wednesday May 20th, 2015 10:17 PM EST		
Survey Completion Mode:	Email		

- Sales Knowledge** - Mike Calonne was knowledgeable and helpful regarding my project. n/a 0 1 2 3 **4**
- Professional & Organized** - Southernwind Pools is organized and professional. n/a 0 1 2 3 **4**
- Problem Resolution** - The Southernwind Pools staff addresses and resolves problems effectively. n/a 0 1 2 3 **4**
- Communication** - The Southernwind Pools staff communicates with me effectively. n/a 0 1 2 **3** 4
- Schedule** - Southernwind Pools adhered to our agreed upon schedule. n/a 0 1 2 3 **4**
- Installation Crew** - The Southernwind Pools installation crew was organized and professional. n/a 0 1 2 3 **4**
- Quality Of Materials** - I am satisfied with the quality of materials used. n/a 0 1 2 3 **4**
- Quality Of Workmanship** - I am satisfied with the quality of the workmanship. n/a 0 1 2 3 **4**
- Clean & Safe** - The job site is kept clean and safe. n/a 0 1 2 **3** 4
- Work Done Right** - My work was done right the first time. n/a 0 1 2 **3** 4
- Value** - I feel I am receiving a fair value for my money. n/a 0 1 2 3 **4**
- Likely To Recommend** - I am likely to recommend Southernwind Pools to a friend. n/a 0 1 2 3 **4**
- Area For Improvement** - In what area(s) do you think Southernwind Pools fell short of your expectations?

“ There really were no areas we can think of were Southernwind fell short of our expectations. In most all areas, Southernwind exceeded them. ”
- Area Of Satisfaction** - In what area(s) were you most satisfied with your experience with Southernwind Pools and why?

“ The overall pool building process was as smooth as we could have expected. We had friends that had warned us that the process could be stressful and, in short, a nightmare. We chose Southernwind because we felt they built quality pools using quality materials. What we didn't know upfront was how we would interact with the employees. Let's just say that we were very pleasantly surprised in everyone's professionalism and friendliness. It was a great experience for us and we felt like we have some friends for life. ”
- Current Referrals** - Do you know anyone who would be interested in receiving information about the services and products offered by Southernwind Pools?

“ Yes, we have referred several people as you are aware and will continue to recommend the company to any we know who may be interested in a pool. ”

16. **Recognize Excellence** - Is there anyone at Southerwind Pools you would like to recognize for their exceptional service?

“ Mike Calonne and Mike Estes were both awesome guys to work with. ”

Additional Comments

“ Thanks for the great pool and making our dream come true. Thanks also for being such great folks to work with. ”