

GO GREEN with



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*Leading Spokane in Sustainable Landscape Maintenance Since 1980*

## 2011 Greenleaf Landscaping Customer Survey

We value you as a customer, we want to keep you as a customer, and we want your opinion! Please help us to evaluate our performance by filling out this survey. Once we receive your completed survey you are eligible to receive an automatic \$5.00 credit to your account! We appreciate your time in filling out this survey so we can serve you better. Be sure to fill out your name and address so we can give you your credit. Thank you again for helping us be the best company we can be!

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

Customer Street Address: \_\_\_\_\_

(One survey per household please)

### I. Introductory Questions

**Instructions:** Clearly mark the option that best describes your experience.

1. What is your gender?

- a. Male  b. Female

2. What is your age?

- a. 20 years or younger  d. 41-50  g. 71-80  
 b. 21-30  e. 51-60  h. 81-90  
 c. 31-40  f. 61-70  i. 90 years or older

3. How did you first hear about Greenleaf Landscaping?

- a. Friend  d. Internet  g. Phonebook  
 b. Referral  e. Saw Greenleaf truck  h. Already in development  
 c. Received mail offer  f. Saw advertisement  i. Other: \_\_\_\_\_

4. Are you planning on renewing services with Greenleaf Landscaping next year?

- a. Yes  b. No  c. Not applicable

5. If you answered "No" to question #4 above, please explain why:

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

## II. Workmanship and Crew

**Instructions:** Based on a scale of 1-5, 1 being Very Poor and 5 being Very Good, please rate your experience with Greenleaf Landscaping.

Very Poor	Poor	Fair	Good	Very Good
1	2	3	4	5

- |  |                       |                       |                       |                       |                       |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. Attitude and professionalism of our crews       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Quality of our workmanship                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Overall customer service of our crews           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Our attention to detail                         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Your overall experience with the Greenleaf Crew | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

6. Would you refer Greenleaf Landscaping to a family member or a friend?

- a. Yes  b. No

7. If you answered "No" to question #6 above, please explain why: \_\_\_\_\_

8. Did you know that Greenleaf Landscaping is a "Green" company that practices Environmental Stewardship (the concept that we are entrusted with the care and protection of our planet)?

- a. Yes  b. No

## III. Company Attributes

**Instructions:** Based on a scale of 1-4, 1 being Not Important and 4 being Very Important, please rate the importance of the following attributes for a landscape company.

Not Important	Somewhat Important	Important	Very Important
1	2	3	4

- |                               |                       |                       |                       |                       |
|-------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. Excellent customer service | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Low prices                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Attention to detail        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Environmentally friendly   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Knowledgeable              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. High quality workmanship   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. Professionalism            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. Other: _____               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## IV. Comments - please let us know how we're doing!

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