

# SATISFACTION CARD



Name of your company : \_\_\_\_\_

Your name : \_\_\_\_\_

Email Address: \_\_\_\_\_

Project name : \_\_\_\_\_

Work carried out : \_\_\_\_\_ Date : \_\_\_\_\_

## Dear customer,

Our company, Vitrerie P. Latreille Inc. (VPL) is recognized for its expertise and experience in the field of commercial glazing, which allows it to propose and implement innovative and customized solutions.

**Our company is concerned with the respect of its customers and the values to which its employees are proud to adhere are:**

**QUALITY · RESPECT · CLIENT SATISFACTION · PROFESSIONALISM · TEAM SPIRIT**

Thank you for taking a few moments to fill out the following questionnaire and thus contributing to our quest for continuous improvement.

In addition, if our behavior doesn't meet your expectations, or if any of our employees behave in a manner that you find inappropriate, please contact us immediately so that we can quickly correct the situation.

Tel. : 819.561.4294, ext. 206  
Email : [steve.sirois@vitreriepl.com](mailto:steve.sirois@vitreriepl.com)

**At VPL, we proudly stand behind our integrity and competence**

### DID THE SERVICE PROVIDED MEET YOUR EXPECTATIONS? (thank you for checking the box that corresponds the best to your opinion)

	Very good	Good	Adequate	Poor	N/A
Quality of work/products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee's explanation of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee's professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee's technical competence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reactivity in case of problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post service cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Generally speaking, with regard to the services offered by our company and its representative in the field, are you globally :

Very satisfied	<input type="checkbox"/>	Somewhat unsatisfied	<input type="checkbox"/>
Quite satisfied	<input type="checkbox"/>	Very unsatisfied	<input type="checkbox"/>

Comments, suggestions (500 maximum characters) :

