Customer Service Evaluation Survey

Inspector Name/Badge #:_____

Inspection Date:_____

Report #:_____

Present at Inspection:

Policyholder Representative Contractor Other

Dear Property Owner,

Thank you for allowing us access to your property to conduct your building inspection.

Your feedback is important to us so that we may ensure that our inspectors and our company maintain the level of professionalism, quality and customer service you deserve. Please take the time to fill out this brief survey so that we may continue to serve our customers' needs in the future.

Thank you in advance for your cooperation.

1.	Did your inspector arrive within the time period promised?		Yes	No
2.	If the inspector was running late, did they call to notify you prior to arriving?	N/A	Yes	No
3.	Did your inspector produce their ID badge upon introduction?		Yes	No
4.	Did you have your attic access openings clear for the inspector?	N/A	Yes	No
5.	If you have recently upgraded windows, doors, shutters or roof systems, did you have the paperwork ready for your inspectors review?	N/A	Yes	No
6.	Did the inspector ensure their shoes were clean upon entry to your home?	Not sure	Yes	No
7.	Did your inspector take time to listen to your concerns & questions?	N/A	Yes	No
8.	Was your inspector courteous and helpful?		Yes	No
9.	Would you feel confident in referring SkyeTec to a friend?		Yes	No

10. Please rate the professionalism of your inspector on a scale of 1-10 (Circle your response on the scale below)

Not at all professional – **1** **2** **3** **4** **5** **6** **7** **8** **9** **10–Extremely professional**

Additional Comments:

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Property Owner or Representative's Signature **Date**

Please return this form to your inspector at the end of the inspection. If you cannot complete it at that time, you may mail it to:

9570 Regency Square Blvd., #410, Jacksonville, FL 32225

You may also fax this form to 1.904.482.4299