



Constant Contact Survey Results

Survey Name: Christmas Decor Survey

Response Status: Partial & Completed

Filter: None

1/25/2016 10:14 AM CST

Did you receive estimates from other companies?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			31	31.0 %
No			67	67.0 %
No Response(s)			2	2.0 %
Totals			100	100%

If yes, why did you choose Christmas Decor?

Answer	0%	100%	Number of Response(s)	Response Ratio
Lowest price			6	12.2 %
Selection of quality products			8	16.3 %
Reputation in Industry			8	16.3 %
Referral			6	12.2 %
Overall Value			14	28.5 %
Other			23	46.9 %
Totals			49	100%

What decorations did we install on your property this season?

Answer	0%	100%	Number of Response(s)	Response Ratio
Facia Trim			59	59.5 %
Stake Lighting			32	32.3 %
Ridge / Roofline			70	70.7 %
Tree Lighting			15	15.1 %
Garland / Daytime decor			21	21.2 %
Totals			99	100%

How would you rate your experience with our employees, i.e Sales staff, Office staff or Installers?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very courteous and knowledgeable			93	93.0 %
Somewhat courteous and knowledgeable			5	5.0 %
Not very courteous or knowledgeable			0	0.0 %
No Response(s)			2	2.0 %
Totals			100	100%

Do you feel we installed your lights in an efficient and timely manner?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes, right on time			74	74.0 %
Yes, with in time limits			18	18.0 %
No, later than expected			4	4.0 %
No Response(s)			4	4.0 %
Totals			100	100%

Do you feel your decorations were taken down and packed for storage in a timely manner?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			94	94.0 %
No			4	4.0 %
No Response(s)			2	2.0 %
Totals			100	100%

How do you rate us on the following attributes?

1 = Poor, 5 = Excellent

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Customer Service						99	4.7
Professionalism						99	4.8
Purchase Experience						97	4.7
Product knowledge						97	4.8
Quality of products						95	4.7

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

Overall, how would you rate your experience with Christmas Decor?

Answer	0%	100%	Number of Response(s)	Response Ratio
Excellent			81	81.0 %
Good			19	19.0 %
Fair			0	0.0 %
Poor			0	0.0 %
No Response(s)			0	0.0 %
Totals			100	100%

Please take a few moments to write down any comments you feel may be helpful to provide better service to our customers. Please remember to include your name, email and address below so we may give you 5% off next year for your participation.

83 Response(s)