



Elder Bee Homes

2221 Edge Lake Dr. • Suite 170 • Charlotte, NC 28217

Phone: (704) 329-9588 • Fax: (704) 329-9589

CUSTOMER SATISFACTION QUESTIONNAIRE

Name: _____ Community: _____ Lot # _____

Was your overall building process a pleasant one? Excellent Good Fair Poor N/A

Was the sales associate helpful and knowledgeable? Excellent Good Fair Poor N/A

Was the field superintendent helpful and knowledgeable? Excellent Good Fair Poor

Did the orientation meeting answer your questions on the operation and maintenance of your home?

Excellent Good Fair Poor

Did you feel that the color(s) and material selections were adequate? Excellent Good Fair Poor

Are you satisfied with the customer service that you received? Excellent Good Fair Poor

Were your questions answered quickly and efficiently? Excellent Good Fair Poor

In your opinion, what services did we provide well? _____

In your opinion, what services need improvement? _____

Have any of our subcontractors or employees done an exceptional job in your opinion?

If yes, please list their names and area of service: _____

Have any of our subcontractors or employees raised concern in your mind?

If yes, please list their names and area of concern: _____

Customer Signature(s) _____ Date: _____
