



## 2022 Customer Survey

Please take a minute to fill out our customer survey for the 2022 season. Customer service is our #1 priority. We need your feedback to help us maintain excellent customer satisfaction! Please mail the completed survey in with your next payment. We really appreciate it!

1. How long have you used our service?

1 year or less      2-4 years      5-7 years  
8+ years

2. How satisfied are you with our service?

Extremely Satisfied      Satisfied  
Unsatisfied      Extremely Unsatisfied

3. Will you continue using our services next season?

Definitely      Maybe      Probably Not      No  
I haven't thought about it yet

4. Do you think our staff is friendly/helpful?

Always      Sometimes      Never

5. Would you recommend us to friends/family/neighbors?

Definitely      Maybe      Probably Not      No

6. Have you downloaded our app or looked at us on Facebook?

Yes      No

Please let us know if there is anything we could do differently: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

Customer E-mail: \_\_\_\_\_

## Monthly Customer Checklist:

- ✓ I have had my irrigation system winterized or have scheduled a date to have it done before temperature drops!
- ✓ I have filled out and sent back my customer survey with my latest payment.
- ✓ I have looked into when my township will be picking up my leaves and scheduled my fall clean-up accordingly



## Employee Spotlight

*Meet Jose Arevalo*



**Position:** Commercial Maintenance Foreman

**Years with company:** 23 years

**Job Duties:** Jose is in charge of one of our commercial maintenance crews throughout the spring, summer and fall. In the winter, Jose plays an important role in our snow removal shoveling department. He is one of our main shoveling foreman. Jose oversees many employees and makes sure that the jobsite is secure for our customers.

*Jose's loyalty and dedication to Quality Landscaping, Inc. over the past 23 years is unwavering. We are extremely lucky to have an employee like him.*