



Sun City's Advocate Since 1963

SCHOA BUSINESS PARTNER REFERRAL PROGRAM
CUSTOMER / CLIENT EVALUATION FORM

SCHOA is continuously striving to improve its Business Partner Program and to do so we are asking customers and clients to rate each Business Partner you have used once the job is completed.

With your assistance and this feedback, not only do we learn how our Business Partners have done, but we also share these evaluations with them, and a copy of this evaluation is placed in their file. By doing this, our Business Partners work towards providing the best customer service and care in their work and have an opportunity to be selected as SCHOA Business Partner of the Month.

As this REFERRAL SERVICE continues to grow, you can be a part by giving an honest evaluation of what you received from one of our Business Partners. Your information is truly appreciated.

Please return this form to SCHOA, in person, or email back to us at marketing@suncityhoa.org

Name of the Business Partner: _____ Date of Service: _____

Service/s requested and performed: _____

Regarding our Business Partner -

- Yes _____ No _____ Was this Business Partner referred to you by SCHOA?
- Yes _____ No _____ Have you used the SCHOA Business Partner Program before?
- Yes _____ No _____ Was the Business Partner professional when contacting you?
- Yes _____ No _____ Did the Business Partner respond in a timely fashion?
- Yes _____ No _____ Was the Business Partner and employees courteous?

Name/s: _____

- Yes _____ No _____ Were your questions answered throughout the work?
- Yes _____ No _____ Did you have a contract with this Business Partner?
- Yes _____ No _____ Did they stay on schedule and within your contract?
- Yes _____ No _____ Were you pleased with the services this business provided?
- Yes _____ No _____ Would you use this Business Partner again?

With these questions completed, please now rate this Business Partner on a scale of 1 to 5,
1 = poorest to 5 = excellent 1 _____ 2 _____ 3 _____ 4 _____ 5 _____

Your name: _____ Address: _____

Phone: _____ May we use your comments? Yes _____ No _____

Comments: _____
