



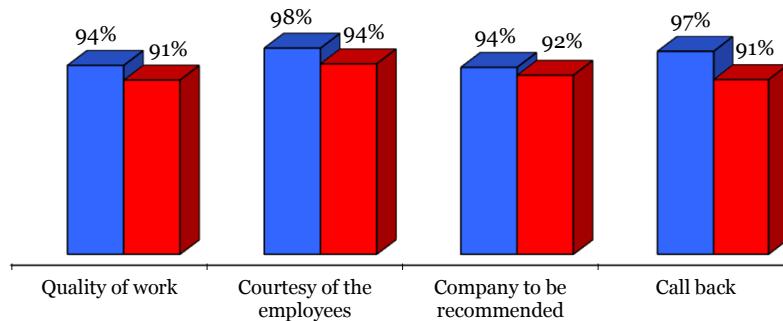
Accreditation survey

Supplier's name: **AMÉNAGEMENTS MARCOTTE INC.**

No: **1524**
 n: **22**
 Date: **August 2019**

The following results were based on the survey of your services and the quality of the services according to the average answers obtained on **these four aspects**: quality of work, courtesy of the employees, recommendation to friends and family and call back.

Your result 96%



■ AMÉNAGEMENTS MARCOTTE INC.

■ All the suppliers for your category recommended by the residential services from CAA-QUEBEC throughout the province

Customers satisfaction

	You	Your category	The network
Quality of work	94%	91%	91%
Courtesy of the employees	98%	94%	94%
Respect of the initial agreements - quotation, schedule of work, price	96%	93%	93%
Company to be recommended	94%	92%	91%
Call back	97%	91%	91%
Respect of appointments	97%	93%	93%
Cleanliness of the premises	95%	93%	92%
General satisfaction	94%	90%	89%
Member of CAA-Québec	55%	43%	41%

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Residential Service (1-800-363-3853 EXT 3713).





Accreditation survey

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They chose your company primarily for...

(n=22)

Already know	23%
Referred by someone	14%
Internet	9%

The level of satisfaction of

(n=5)

The after-sale service	90%
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Comments:

- (00037) Je suis très satisfait. Ils sont ponctuels et très professionnels. Tout était parfait.
- (00189) C'est une personne franche et transparente.
- (00242) Ce fut excellent.
- (00243) C'était un peu coûteux, à mon avis.
- (00316) Ils sont très respectueux, discrets et gentils. Le propriétaire respecte nos choix.
- (00472) Je suis très content.
- (00530) Je suis très satisfait du travail et du service.
- (00630) Je suis satisfait de la façon dont tout s'est passé. L'équipe est sympathique et respectueuse.
- (00692) Le service était professionnel et courtois.
- (00730) Je suis vraiment très satisfait du service. Ils ont des employés très polis et très ponctuels.
- (00810) C'est une très bonne entreprise.

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