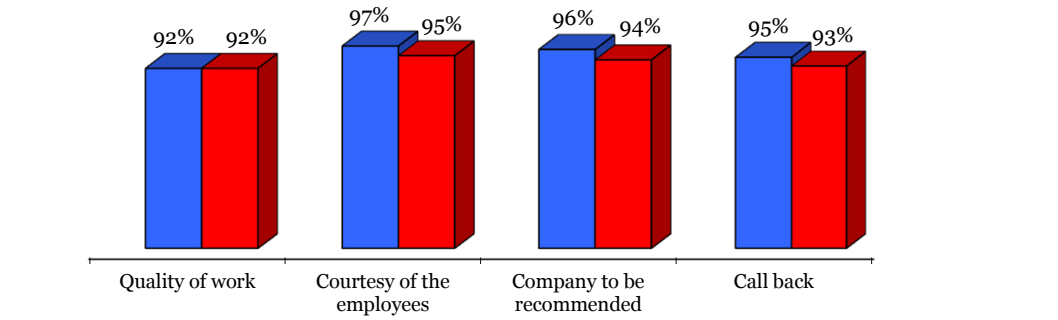
# Accreditation survey

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

No: **1524**
n: **25**
Date: **November 2016**

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, recommandation to friends and family and call back.

**Your result 95%**




**Customers satisfaction**

| | *You* | *Your category* | The network |
|---|---|---|---|
| Quality of work | 92% | 92% | 91% |
| Courtesy of the employees | 97% | 95% | 94% |
| Respect of the initial agreements - quotation, schedule of work, price | 97% | 95% | 94% |
| Company to be recommended | 96% | 94% | 92% |
| Call back | 95% | 93% | 91% |
| Respect of appointments | 97% | 94% | 94% |
| Cleanliness of the premises | 96% | 94% | 93% |
| General satisfaction | 94% | 91% | 90% |
| Member of CAA-Québec | 50% | 48% | 44% |

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L'OBSERVATEUR

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| | | |
|---|---|---|
| Supplier's name: | **AMÉNAGEMENTS MARCOTTE INC.** | No: **1524**<br>n: **25**<br>Date: **November 2016** |

**They chose your company primarily for...**
**(n=25)**

| | |
|---|---|
| Referred by someone | 28% |
| Already know | 20% |
| Less expensive | 12% |

**The level of satisfaction of**
**(n=10)**

| | |
|---|---|
| The after-sale service | 94% |

**Comments:**

- (00011) Ils ont respecté les délais prévus et le travail a été très bien fait.
- (00031) Il y a eu quelques problèmes au niveau des installateurs. Sinon, le propriétaire était soucieux du client.
- (00095) Ce sont des professionnels qui font du bon travail.
- (00102) J'ai fait affaire deux fois avec cette entreprise et je suis entièrement satisfait.
- (00123) Ils appelaient en cas de retard, c'était très bien pour ça. De plus, le propriétaire était très gentil.
- (00158) C'est un service très professionnel.
- (00247) Ils font un excellent travail et sont très courtois.

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