



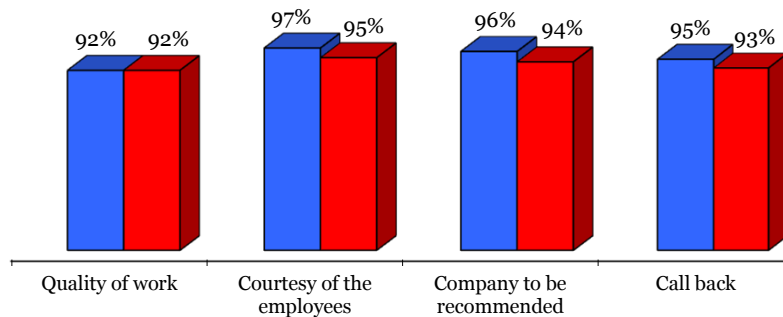
# Accreditation survey

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, recommendation to friends and family and call back.

## Your result 95%



■ 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	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%

*These results are provided by CAA Québec as a tool to manage quality of service.  
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## 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%
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## 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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**LOBSERVATEUR**