



**WASHINGTONALARM**

1253 S. Jackson Street  
Seattle, WA 98144

Phone: 206-328-3288  
Fax: 206-322-7214  
[www.washingtonalarm.com](http://www.washingtonalarm.com)

Washington Alarm was built, and continues to grow, on the strength of our commitment to delivering the best quality service to our customers. Our primary goal is to provide Bend Over Backwards service 24 hours day, 7 days a week!

We view customer feedback as an integral part of identifying, determining and implementing remedies or furthering any areas of service. We love to hear from you, on both what we are doing right and what you feel could stand improvement!

We value your time and realize that no one likes completing surveys. So, to help make up for your time, we offer a voucher worth \$20 off your next monitoring invoice in return for your completed survey.

Please fill out/check off your honest answers and return this completed survey via fax or mail, attn: Sales.

We thank you for your participation.

I. Sales

Who was your salesperson? \_\_\_\_\_

Did you find your salesperson helpful and accommodating?	Yes	No
Was his/her presentation clear and easily understood?	Yes	No
Did he/she appear knowledgeable in striving to meet your security needs?	Yes	No
Were your phone calls returned promptly?	Yes	No
Did you feel you were kept adequately informed during the installation process?	Yes	No
Were your questions answered to your satisfaction?	Yes	No
Were the installation rates and fees as promised?	Yes	No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

II. Installation:

Did the technician arrive on time?	Yes	No
Did the technician complete the installation within the expected time frame?	Yes	No
Was the installation completed to your satisfaction?	Yes	No
Did the technician leave your premise clean and neat?	Yes	No
Did the technician provide you with a complete explanation and demonstration of your installed system, as well as answer your questions?	Yes	No
Was he/she courteous and professional?	Yes	No
Did he/she place warning stickers on appropriate doors and windows?	Yes	No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

III. Central Station:

Have you had the occasion to contact our Central Station?	Yes	No
If yes, was your call answered promptly?	Yes	No
Were the Central Station personnel courteous and helpful?	Yes	No
Did they assist you or direct your call correctly?	Yes	No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

IV. Equipment:

Do you like the installed equipment and the way it performs? Yes No  
Does the system meet your security/fire monitoring needs as you expected? Yes No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

V. Overall:

Would you recommend Washington Alarm to your friends or business associates?  
Yes No

If not, what changes would you suggest we make in our service before you would refer us to others? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Would you be willing to serve as a reference for future clients who are interested in alarm installation and monitoring services?  
Yes No Maybe

Why did you select Washington Alarm? \_\_\_\_\_  
\_\_\_\_\_

What did you like best about the service you received? \_\_\_\_\_  
\_\_\_\_\_

Would you like to meet with a salesperson to discuss any additional services?  
Not at this time Yes Please contact me at: \_\_\_\_\_

**Overall, how satisfied were you with the service that you received?**  
**VERY DISSATISFIED** 1 2 3 4 5 6 7 8 9 10 **VERY SATISFIED**

Additional comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Account Number(s): \_\_\_\_\_

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

Signature: \_\_\_\_\_

Premise Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your time and opinions. Please return this completed survey to receive a voucher worth \$20 off your next monitoring invoice. (\*\*Limit one discount voucher per customer.)