

KITCHEN WORLD

explore the possibilities

7370 Transit Rd. • Williamsville, NY 14221

Dear Richard,

Thanks for the business! Here's hoping your new kitchen will provide years of service and enjoyment for you and yours. Please take a couple of minutes to let us know how your Kitchen World experience went.

Thank you,
Randal Sanderson
President

I heard about Kitchen World from:

- A friend Word of mouth My contractor Internet
- Television Print Ad Radio Other driving by the store

Please rate the following:

- | | | | | |
|--|---|-------------------------------|-------------------------------|-------------------------------|
| 1. Our office and phone service. | <input checked="" type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |
| 2. Showroom was interesting, clean and organized. | <input checked="" type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |
| 3. Salesperson was knowledgeable and courteous. | <input checked="" type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |
| 4. How would you rate the quality of our products? | <input checked="" type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |
| 5. Salesperson follow through after the sale. | <input checked="" type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |

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COMMENTS: If Kitchen World were my store, I would... Emily was very pleasant, very patient and very helpful

Other products we should offer _____