Lamont Construction Co. INC
Roe Werner
"Paving Baton Rouge Since 1974"
225-272-1005
P.O. Box 14413 • Baton Rouge, LA 70898

Customer Satisfaction Survey

General Information (Optional):

Name:_____ Date:_____
Position:_____
Company:_____
Address:_____
_____
Phone: _____Fax:_____
Email:_____

May we use you as a reference on future projects? Yes / No

How long have you been doing business with Lamont Construction?
___ First Time ___ 1 Year ___ 2-5 Years ___ 6-10 Years ___ 11-15 Years ___ 16-30+ Years

Was Lamont Construction awarded the contract? Yes / No If No, was:

_____Another paving contractor selected?
_____The Scope of Work changed?
_____The project postponed or canceled
_____Other_____

Work Performed or Quoted on:

_____New construction
_____Overlay
_____Repair
_____Site work
_____Other _____

How did you hear about Lamont Construction?

____Phone book
_____Yellow Pages
_____Eatel Sunshine Pages
_____Other_____
____Internet
____Word of mouth
____Completed jobs
____Magazines/Programs/Print Ads
____Other_____

Please rate the quality of Lamont Construction (1=Lowest, 5=Highest)

Sales and Estimating:

Understanding of your requirements and needs:
(low) 1 2 3 4 5 6 7 8 (High)

Presentation of Lamont Construction's capabilities, products, and services:
(low) 1 2 3 4 5 6 7 8 (High)

Willingness and ability to answer questions:
(low) 1 2 3 4 5 6 7 8 (High)

Professional appearance:
(low) 1 2 3 4 5 6 7 8 (High)

Timeliness in creating a “Bid Proposal”.
(low) 1 2 3 4 5 6 7 8 (High)

Quality and thoroughness of “Bid Proposal”:
(low) 1 2 3 4 5 6 7 8 (High)

Quality and accuracy of the "Rough Sketches" or “Drawings” (if applicable):
(low) 1 2 3 4 5 6 7 8 (High)

Quality and accuracy of “Photos” (if applicable):
(low) 1 2 3 4 5 6 7 8 (High)

Services Performed:

Quality of material:
(low) 1 2 3 4 5 6 7 8 (High)

Quality of workmanship:
(low) 1 2 3 4 5 6 7 8 (High)

Crew’s appearance:
(low) 1 2 3 4 5 6 7 8 (High)

Superintendent’s knowledge and professionalism:
(low) 1 2 3 4 5 6 7 8 (High)

Crew’s knowledge and professionalism:
(low) 1 2 3 4 5 6 7 8 (High)

Overall satisfaction rating:
(low) 1 2 3 4 5 6 7 8 (High)

Overall crew rating:
(low) 1 2 3 4 5 6 7 8 (High)

Overall safety rating:
(low) 1 2 3 4 5 6 7 8 (High)

Overall, level of inconvenience:
(High) 1 2 3 4 5 6 7 8 (Minimal)

Condition and cleanliness of site at the end of each day:
(Bad) 1 2 3 4 5 6 7 8 (Good)

Ability to complete job on time:
(low) 1 2 3 4 5 6 7 8 (High)

Web Site:

How would you rate our webs site www.LamontConstruction.com
(low) 1 2 3 4 5 6 7 8 (High)

Did our website aid in your decision to select Lamont Construction?
(low) 1 2 3 4 5 6 7 8 (High)

How would you rate Lamont Construction’s overall effort to educate their clients?
(low) 1 2 3 4 5 6 7 8 (High)

What additional features would you like to see on our website:

____Educational
____Projects and photos
____Links
____Other _____

How do we compare?

Where other paving contractors contacted? Yes / No

How do we compare to other paving firms?

Lamont Construction	(low)	1	2	3	4	5	(High)
Paving Contractor #1	(low)	1	2	3	4	5	(High)
Paving Contractor #2	(low)	1	2	3	4	5	(High)

Please, rank the following factors in your decision making process (1-7)

____ Price
____ Knowledge
____ Reputation
____ Warranty
____ Scheduling
____ Customer Service
____ Payment Terms
____ Other_____

In what areas do you feel Lamont Construction could improve on, when compared to other paving contractors (Please mark all that apply):

____Price
____Knowledge
____Reputation
____Warranty
____Scheduling
____Customer Service
____Estimating
____Marketing
____Other_____

Comments/Questions:_____

_____

_____

_____

_____

We know your time is valuable and we would like to thank you for taking the time to complete the above survey. If you have any questions or need additional information please feel free to give us a call at (225) 272-1005 or visit our website at www.LamontConstruction.com .

Thank You,

Lamont Roe Werner Construction Co., Inc.

Please return survey to: Info@LamontConstruction.com , fax- (225) 272-9414, or USPS.

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