



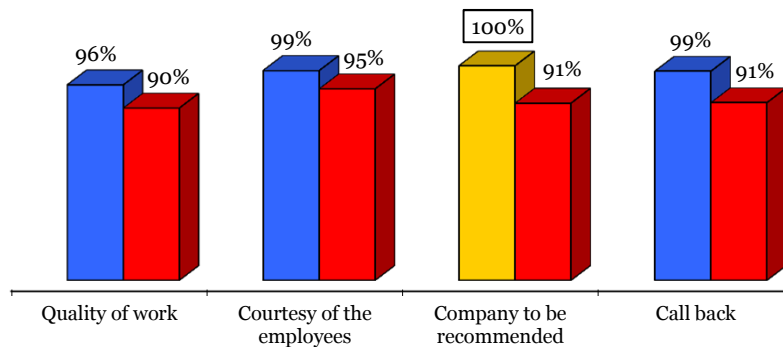
Accreditation survey

Supplier's name: **RÉNOVATIONS DAMASCO INC.**

No: **1610**
 n: **9**
 Date: **April 2017**

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 98%



■ RÉNOVATIONS DAMASCO 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	96%	90%	91%
Courtesy of the employees	99%	95%	94%
Respect of the initial agreements - quotation, schedule of work, price	96%	93%	94%
Company to be recommended	100%	91%	92%
Call back	99%	91%	91%
Respect of appointments	98%	93%	94%
Cleanliness of the premises	96%	92%	92%
General satisfaction	96%	89%	89%
Member of CAA-Québec	56%	46%	42%

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They chose your company primarily for...

(n=9)

Referred by someone	56%
CAA-Quebec recommendation	11%
Already know	11%

The level of satisfaction of

(n=3)

The after-sale service	97%
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Comments:

- (00096) J'ai été extrêmement satisfait des travaux qu'ils ont effectués. Les employés étaient très professionnels et je souhaite encore faire affaire avec eux.
- (00254) Les employés sont très fiables, polis et ils ont respecté notre budget. Nous n'avons pas eu de mauvaises surprises.
- (00331) Ils sont excellents.
- (00375) C'est une compagnie qui a beaucoup d'expérience et qui fait un bon travail.
- (00429) Ils sont très gentils et ils travaillent bien. Ils respectent l'estimation et l'intimité des gens.
- (00528) J'ai fait affaire avec eux trois fois, et je suis entièrement satisfait du travail qu'ils effectuent.

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