



Customer Satisfaction Survey

Detractor					Passive		Promoter		
1	2	3	4	5	6	7	8	9	10

1. Please rate the technician on notifying you on their arrival time.
2. Please rate the technician on their appearance and professionalism.
3. Please rate the technician on how well they discussed dish placement, cabling, and receiver locations with you prior to the work being done.
4. Please rate the technician for verifying that the DISH Network system and programming works properly.
5. Please rate the technician on explaining the basic features of the remote control and how to use the Dish Network system
6. Please rate the technician on respecting your home and cleaning up after the service was completed.
7. Please rate how likely you would be to recommend this technician to friends or family if they were to have the same service performed?

Customer Point of View • **Simplicity** • **Consistency**