

Client Questionnaire

I truly appreciate feedback – both good and bad, in order to improve my service. I would be most grateful if you would take a few minutes to complete this questionnaire and return it. A stamped addressed envelope has been included for your convenience. Thank You.

1. Why did you choose me to perform the inspection?
Please place two check marks (✓✓) beside the main reason you choose me, and one check mark (✓) beside any additional reasons.

- I have worked for you before
I have inspected the house you are selling
My response to your telephone enquiry
My ability to respond quickly
My brochure
My money-back guarantee
Professional status
Referral from:
 Friend or relative
 Real estate agent
 Lawyer
 Banker
 Other
Name and Firm: _____

2. Please rate the following: (1= Poor, 5= Excellent)

- General satisfaction with inspector 1 2 3 4 5
Confidence in inspectors ability 1 2 3 4 5
Inspectors knowledge of issues 1 2 3 4 5
Inspectors communication skills 1 2 3 4 5
Inspectors attitude 1 2 3 4 5
Inspectors appearance 1 2 3 4 5
Value of service vs. fee 1 2 3 4 5
Inspectors telephone ability 1 2 3 4 5
The inspection report 1 2 3 4 5
Likelihood of using me next time 1 2 3 4 5

3. Was there anything about my service that you especially liked? (use reverse side if needed)

4. Was there anything about my service that you did not like? (use reverse side if needed)

5. Any suggestions to improve my service? (use reverse side if needed)

6. Will you buy the house? Yes No

7. Optional: Fill in or leave blank, as you wish.

Name: _____

Phone: _____

Inspection Address: _____

Inspection Date: _____

I will be happy to recommend your services to others who are building, buying or selling a home.

I would be happy to serve as a reference if others inquire about the service.

Chris D. Hilton
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