



## OFFICE ADMINISTRATIVE PERSONNEL SURVEY

**PROHOME**  
 550 N. 159th Street East, Suite 2000  
 Wichita, KS 67230-  
 Corporate Office: (800) 899-2451

**We want to hear from you.**

Home Buyer Information	Date
	Builder
	ProHome Rep

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 We truly appreciate your opinion. Thank you, Your ProHome Staff

1. Did the ProHome Office Person display a professional manner?	<input type="button" value="Yes"/>	<input type="button" value="No"/>			
2. Was the ProHome Office Person helpful?	<input type="button" value="Yes"/>	<input type="button" value="No"/>			
3. Was the ProHome Office Person informative?	<input type="button" value="Yes"/>	<input type="button" value="No"/>			
4. Was the ProHome Office Person courteous?	<input type="button" value="Yes"/>	<input type="button" value="No"/>			
5. Was the ProHome Office Person knowledgeable?	<input type="button" value="Yes"/>	<input type="button" value="No"/>			
6. Did they give you ample time?	<input type="button" value="Yes"/>	<input type="button" value="No"/>			
7. Did the ProHome Office Person clearly explain the next step for processing your Warrantable Claims?	<input type="button" value="Yes"/>	<input type="button" value="No"/>			
8. Was your appointment(s) scheduled in a timely manner?	<input type="button" value="Yes"/>	<input type="button" value="No"/>			
9. Did they address you by name?	<input type="button" value="Yes"/>	<input type="button" value="No"/>			
10. Could you tell if they were smiling?	<input type="button" value="Yes"/>	<input type="button" value="No"/>			
11. Did they tell you who would be coming to your home?	<input type="button" value="Yes"/>	<input type="button" value="No"/>			
12. Did they seem interested in your problem?	<input type="button" value="Yes"/>	<input type="button" value="No"/>			
13. If necessary, did they call you back in a timely manner?	<input type="button" value="Yes"/>	<input type="button" value="No"/>			
14. Did you receive the ProHome Walkthrough Form and Paperwork prior to your Walkthrough?	<input type="button" value="Yes"/>	<input type="button" value="No"/>			
15. Did you receive a letter reviewing the assignments for your Warrantable Claims as well as an overview of the Non-Warrantable?	<input type="button" value="Yes"/>	<input type="button" value="No"/>	<input type="button" value="N/A"/>		
16. Did ProHome contact you, either by mail or phone, in a timely manner after the performance of your Walkthrough to discuss the results from your Builder's meeting regarding your Warrantable Claims?	<input type="button" value="Yes"/>	<input type="button" value="No"/>	<input type="button" value="N/A"/>		
17. How would you rate the ProHome Representative's professionalism?	<input type="button" value="Very Poor"/>	<input type="button" value="Poor"/>	<input type="button" value="Average"/>	<input type="button" value="Good"/>	<input type="button" value="Excellent"/>
18. How would you rate your overall experience with ProHome?	<input type="button" value="Very Poor"/>	<input type="button" value="Poor"/>	<input type="button" value="Average"/>	<input type="button" value="Good"/>	<input type="button" value="Excellent"/>

**Comments**

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