



Merkel Donohue  
200 South Avenue  
Rochester, New York 14604

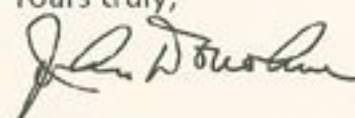
Dear Customer,

Over the years, we have found that the best way to keep improving our quality and service is to ask our customers for their opinions. Would you please take a few minutes to respond to our customer satisfaction questionnaire?

Please provide us with your name, company, address, telephone and e-mail in the space below. All of your response information will be kept strictly confidential. We promise to use this information to serve you better.

Name \_\_\_\_\_  
 Title \_\_\_\_\_  
 Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Phone \_\_\_\_\_ E-Mail \_\_\_\_\_  
 Size of Company \_\_\_\_\_ Industry \_\_\_\_\_  
 Composition of Office (% White vs. Blue Collar) \_\_\_\_\_  
 Multiple Locations? Yes \_\_\_ No \_\_\_ Locally Owned or Subsidiary? \_\_\_\_\_

Please return the questionnaire in the postpaid envelope provided. Thank you for your help. We hope you are pleased with Merkel Donohue's products and services, and look forward to hearing from you soon.

Yours truly,  
  
John Donohue

1. We would like to know more about your company's work environment and activities. Please indicate whether or not the following groups of factors are important to your company:

*(Please mark an answer on each line)*

**Are These Factors Important to Your Company?**

**Communications:**

Formal ( <i>Hierarchical</i> )	YES _____	NO _____	DON'T KNOW _____
Informal ( <i>Flat Organiz. Structure</i> )	YES _____	NO _____	DON'T KNOW _____
One-on-One Communication	YES _____	NO _____	DON'T KNOW _____
Team Communication	YES _____	NO _____	DON'T KNOW _____

Are These Factors Important to Your Company?

**Communications:**

Individual Workspaces	YES	NO	DON'T KNOW
Team Work Setting	YES	NO	DON'T KNOW

**Electronic Tools & Utilities Mmt:**

Computer is a Convenience	YES	NO	DON'T KNOW
Computer is Vital to Effective Work	YES	NO	DON'T KNOW
Technology a Secondary Consideration	YES	NO	DON'T KNOW
Technology a Primary Consideration	YES	NO	DON'T KNOW

(Please mark one answer on each line)

Are These Factors Important to Your Company?

**Health & Safety:**

Basic Ergonomics	YES	NO	DON'T KNOW
Extensive Ergonomic Support	YES	NO	DON'T KNOW
Organizational Shape:	YES	NO	DON'T KNOW
Reducing Layers of Management	YES	NO	DON'T KNOW
Space Provided by Status	YES	NO	DON'T KNOW
Space Provided by Work Performed	YES	NO	DON'T KNOW

**Workplace Culture:**

Traditional Work Options (8-5)	YES	NO	DON'T KNOW
Flexible Work Options (Office Commuting, Job Sharing, etc.)	YES	NO	DON'T KNOW
One Person/One Workspace	YES	NO	DON'T KNOW
Shared Space/Teaming Areas	YES	NO	DON'T KNOW
Enhancing Office Morale	YES	NO	DON'T KNOW
Reducing Employee Turnover	YES	NO	DON'T KNOW

**Financing Alternatives:**

Existing Furniture is Purchased	YES	NO	DON'T KNOW
Existing Furniture is Leased	YES	NO	DON'T KNOW
Leasing is an Option for New purchase	YES	NO	DON'T KNOW

---

2. Please indicate your level of agreement with the following statements:

(Please mark one answer on each line)

<i>Our last purchase from Merkel Donohue was completely satisfactory.</i>	YES	NO	DON'T KNOW
---	-----	----	------------



We expect to need office furniture from Merkel Donohue in the next 12 months:

Office Systems	YES	NO	DON'T KNOW
Seating	YES	NO	DON'T KNOW
Case Goods (Files)	YES	NO	DON'T KNOW
Misc. Ergonomic Accessories	YES	NO	DON'T KNOW

We expect to need some services from Merkel Donohue in the next 12 months:

Interior Design Services	YES	NO	DON'T KNOW
Move Services/Move Mmt.	YES	NO	DON'T KNOW
Inventory Mmt. & Storage	YES	NO	DON'T KNOW
Refurbishment of Existing Furniture	YES	NO	DON'T KNOW

Overall, Merkel Donohue's staff is very responsive to our needs.

YES	NO	DON'T KNOW
-----	----	------------

Interior space design/planning can boost productivity.

YES	NO	DON'T KNOW
-----	----	------------

3. Which work environment attributes are most important to your company?

(Please circle one number on each line)

	HOW IMPORTANT		
	Priority A (Critical)	Priority B (Important)	Priority C (Unimportant)
Accessibility to Technology	1	2	3
Comfort/Health & Safety	1	2	3
Privacy (limiting distractions)	1	2	3
Re-arrangeability	1	2	3
Financing (Affordability)	1	2	3
Company Image	1	2	3

4. Which of the following workplace issues are most important to your company?

(Please circle one number on each line)

	HOW IMPORTANT		
	Priority A (Critical)	Priority B (Important)	Priority C (Unimportant)
Ergonomics	1	2	3
Product Lines Offered	1	2	3
Work Setting Effectiveness	1	2	3
Teaming & Collaborating to Achieve Business Results	1	2	3
Teleconferencing	1	2	3
Car Office	1	2	3
Office Commuting (Office/ Home Office)	1	2	3

5. What is most important to your company when selecting office furnishings and services?

*(Please circle one number on each line)*

	HOW IMPORTANT		
	Priority A (Critical)	Priority B (Important)	Priority C (Unimportant)
Workplace Consultation	1	2	3
Price	1	2	3
Service	1	2	3
Flexibility	1	2	3
Installation	1	2	3
Reputation	1	2	3
Financing Options	1	2	3
Design Capabilities	1	2	3

*(The last few questions are for classification purposes only.)*

6. Your age is?

*(circle one)*

18-24

25-34

35-44

45-64

7. Are you...

*(Circle one)*

Male

Female

8. Which describes best your use of the internet as a resource for office furniture/design sources, trends, and work environment issues?

*(Circle one)*

Frequently

Occasionally

Seldom

Never

9. In the space below, please include any comments that you have about Merkel Donohue or any suggestions which you feel might improve the product lines and services Merkel Donohue offers.

---

---

---

---

---

---

---

---

Thank you for taking the time to fill out our survey. Please place the completed questionnaire in the postpaid envelope provided.