



CUSTOMER SURVEY SHEET

We would be grateful if you would take a few minutes to complete our customer survey.

When you telephoned our office was your call answered:-

Within 5 rings Within 10 rings ✓ Answerphone No answer

Were our office/reception staff:-

POLITE ✓ HELPFUL EFFICIENT

How did you find out about us?

PREVIOUS CUSTOMER REFERRAL YELLOW PAGES ✓ OTHER (please state)

For the service you received, did you find our prices:-

EXPENSIVE REASONABLE VERY REASONABLE ✓

Please rate us on the following (on a scale of 1 – 10, 1 being poor and 10 being excellent)

CUSTOMER SERVICE

10

PROFESSIONALISM

10

QUALITY OF SERVICE

10

a very thorough job
excellent

How likely are you to re-use our service?

VERY LIKELY ✓

LIKELY

NEUTRAL

NOT LIKELY

How likely are you to recommend us to your family and friends

✓ Friends
VERY LIKELY

LIKELY

NEUTRAL

NOT LIKELY

No family in the area

Have you any comments on where you feel we could improve our service?

Customer name..... P. R. Cooper