



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

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

VERY LIKELY ✓ LIKELY NEUTRAL NOT LIKELY

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

Well done Keith!

Customer name..... ANN STOCKBURN