



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 YES

How did you find out about us?

PREVIOUS CUSTOMER REFERRAL YELLOW PAGES OTHER (please state)
Leaflets

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 PROFESSIONALISM QUALITY OF SERVICE
10 10 10

How likely are you to re-use our service?

VERY LIKELY LIKELY NEUTRAL NOT LIKELY
10

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

VERY LIKELY LIKELY NEUTRAL NOT LIKELY
10

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

just keep doing what you're doing.
PS KEITH IS A STAR - Thankyou Keith

Customer name..... Lyndie Clayton.....