



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

REFERAL

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

*Customer focused*

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

*Keith - Your Technician Very Good*

*J. Sheppard*

Customer name.....