

Name: PAT OWEN
Address: _____

Postcode _____

Unit 6, Mill Hall Business Estate,
Mill Hall,
Aylesford,
Kent.
ME20 7JZ

Item Purchased: _____

Tel 0044(0)1732 522444
Fax 0044(0)1732 872883

Customer Service Questionnaire.

Dear Customer,

We are working to improve all aspects of the service we provide to our customers and would appreciate any feedback which may enable us to make further improvements.

We would be grateful if you would take a few minutes to complete the following questionnaire and return it in the prepaid envelope provided.

	<u>Very Poor</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>
<u>Sales</u>					
1) Product knowledge.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2) Helpfulness of staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3) Accuracy of taking order details.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4) Ease of ordering.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<u>Products</u>					
5) Range of products stocked.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6) Stock availability.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7) Quality of products supplied.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8) Ease of use of product.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<u>Delivery & Support</u>					
9) Prompt delivery.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10) Products received in full.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
11) Support readily available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12) Repairs carried out promptly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

You may also wish to add any further comments or suggestions:

Dear Jenny,
You have been wonderful to me and your kindness will always be remembered.
Pat Owen.

Thank you for completing and returning this questionnaire. We will donate 30p to the British Lung Foundation for every response received.