

Customer Service Survey

Dear Client.

Please take a few minutes to complete this customer service survey. We realise how busy you must be but it is important for us to have your valuable feedback to help us improve our services to you and other clients. We have tried to make it as simple as possible.

Customer Service Survey					
Questions	Excellent	Good	Average	Fair	Poor
Staff availability for you when you called?					
Staff greeting and assistance?					
Staff answered your questions?					
Staff understood your requirements?					
Staff kept you informed about your order?					
Staff offered pertinent advice?					
Staff was courteous throughout?					
Overall, how would you rate our service?					
Would you use us again?	YES / NO				
Would you recommend us to your friends?	YES / NO				
What did you like best about our customer service?					
How could we improve our customer service?					
Is there a staff person you would like to commend?					

Please add your surgery stamp to this page and fax back to FAX: 0870 803 3092.
We welcome negative feedback too!

