

Customer	Date

SALES

In general how do you perceive our sales in respect of visits and follow ups?
 How you rate/perceive our technical support ?
 How do you feel you were treated ?

Very Good	Good	Satisfactory	Poor	Reasons Stated ?

Do you receive sales leads?

Yes	No

ENQUIRY

What is your perception on the timescale in which we turned around your enquiry ?
 How do you feel you were treated ?
 Presentation and layout etc of our formal quotation ?

Very Good	Good	Satisfactory	Poor	Reasons Stated ?

ORDER

How do you perceive our order acknowledgement accuracy of information ?
 What did you think of delivery date offering ?

Very Good	Good	Satisfactory	Poor	Reasons Stated ?

DELIVERY

How do you rate the packing and presentation of: Panel packs?
 Panel quality ?
 Panel joints ?
 Surface finish ?

Very Good	Good	Satisfactory	Poor	Reasons Stated ?

ACCOUNTS

Thinking about the economic backdrop do we offer realistic terms ?
 How do you feel you were treated ?
 Presentation and layout etc. of our invoices and statements ?

Very Good	Good	Satisfactory	Poor	Reasons Stated ?

OVERALL

What is your overall satisfaction rating with our company?

Very Satisfied	Satisfied	Neither or	Dissatisfied	Very Dissatisfied