

Customer Survey

Name

Email

Organisation

Tel.

	Customer Service	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Applicable
1	Staff knowledge and technical advice given is correct and thorough					
2	Staff are courteous & professional on the telephone					
3	Enquiries are dealt with promptly and efficiently					
4	Orders are processed and despatched as requested					
5	Invoicing and delivery notes are accurate					
6	After-sales queries are dealt with promptly and efficiently					
7	Returns or complaints are handled satisfactorily					
Your comments:						

	Communications	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Applicable
8	I consult your web-sites regularly					
9	I would prefer to purchase on-line					
10	I prefer web-sites to be informative rather than a shop front					
Your comments:						

	Marketing	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Applicable
11	It is useful to receive quarterly updates & promotions					
12	I would be happy to receive special offer emails more frequently					
13	Do you feel you are kept abreast of new product developments?					
Your comments:						

	Main Product Interests	Yes	No	Not Applicable
14	Would you be prepared to act as a customer reference or provide us with a testimonial?			
15	Have you considered multi-use headsets? (One headset for mobile/desk/PC)			
16	Are you aware we supply analogue, system telephones & conferencing units?			
17	Would you like more information on these products?			
18	Are you aware that we provide a repair & refurbish service for headsets and telephones?			
Your comments:				

Thank you for completing our customer satisfaction survey and thank you for your donation to NSPCC. Please read our next email newsletter for further details on the amount raised.

Please return to:

Email: sales@com-solutions.co.uk

Fax: 0844 477 1633

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