







Customer Satisfaction Survey

Company Name:







<u>Customer Service</u>			
Are you dealt with in a friendly, courteous manner when you contact us?			
Do we respond well to your enquiries?			
Do we keep you informed of the progress of your order?			
Rate our overall customer service			

Comments:




Deliveries

			
Condition of your deliveries when you receive them			
Rate our stock availability			
Rate our overall delivery performance			

Comments:

<u>Product Knowledge & Support</u>			
Rate our product knowledge			
Rate our product support? (i.e. posters, wall charts etc.)			
Do you know that we offer online cash training? Would this be something of interest?			
Comments			
<u>Website</u>			
How easy do you find the website to use?			
Have you tried online ordering? If you need your username and password resent please let us know?*			
How do you rate our special offers and new product flyers?			
How do you rate our social media? Follow us on Twitter, Facebook and Instagram			
Comments			

Please note we can offer up to 30% off of products outside of your 'My Product' list

<u>Performance/Customer Requirements</u>			
Rate our product & service quality and your overall opinion of First Stop.			
Is there anything you need from us, to continue to support your business, during this challenging time?			

If you have any suggestions for additional services we could offer or how we could serve you better please let us know. Your feedback is greatly appreciated.

On a scale of 1-10 (1 not be at all likely and 10 being very likely) How likely are you to recommend us to others?									
Not Likely 1									Very Likely 10



Complete the survey and be entered into our price draw to win a Henry Hoover!

