







Customer Satisfaction Survey

Company Name:




Customer Service			
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

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




Comments:

Product Knowledge & Support			
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

Website			
How do you find the website for ease of use? Have you forgotten your username and password? If so please contact the office and we can resend this to you.			
How do you rate the offers and new product flyers?			
How do you rate our social media? Follow us on Twitter, Facebook and Instagram			

Comments

Performance/Customer Requirements			
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!

