



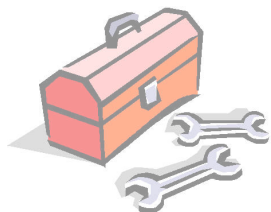
## Customer Satisfaction Survey

Customer name:	
Contact person:	
Phone no.:	
email	
Date:	

Please fill in the following questionnaire

(1 - Unacceptable    2 - Poor    3 - Average    4 - Good    5 - Excellent)

A.I.S. Service	Rating (Please circle)				
Was our Service Technician punctual?	1	2	3	4	5
How would you rate the presentation of our Service Technician?	1	2	3	4	5
Was our Service Technician friendly and helpful?	1	2	3	4	5
Were our reports received in a timely manner?	1	2	3	4	5
Do our prices meet your expectations?	1	2	3	4	5
Do we provide value for money?	1	2	3	4	5
How would you rate our overall service?	1	2	3	4	5
Did you know AIS offers a complete range of A&D Electronic Balances and Motic Microscopes and Digital Cameras?	Yes			No	
Do you have any comments/ suggestions which may help us improve our services?					



We know your time is valuable and we sincerely appreciate your feedback.  
Please return the questionnaire to our Service Technician or fax to 03 9720 5776

Australian Instrument Services Pty Ltd  
Tel: 03 9729 9399  
Address: PO Box No. 2, Croydon VIC 3136

Fax: 03 9720 5776  
Units 1 & 2/21 Stud Road, Bayswater VIC 3153

[www.aisinst.com.au](http://www.aisinst.com.au)