

## Customer Satisfaction Survey

Customer Name:	
Contact Person:	
Position:	
Contact Number:	
Email:	
Date:	

**Please Circle Applicable Response:**

How well do you feel our company understands your needs?

- Extremely well
- Quite well
- Moderately well
- Slightly well
- Not at all well

How responsive and professional were we in relation to scheduling your service work and answering any pre-service questions you might have had?

- Extremely responsive & professional
- Quite responsive & professional
- Moderately responsive & professional
- Slightly responsive & professional
- Not at all responsive or professional

Compared to our competitors, is the quality of our service better, worse, or about the same?

- Quite a bit better
- Somewhat better
- About the same
- Somewhat worse
- Quite a bit worse
- Don't know

Do you feel we offer a service which is value for money?

- Extremely valuable
- Quite valuable
- Moderately valuable
- Slightly valuable
- Not at all valuable

How well did our Service Technician satisfy your service needs?

- Extremely well
- Quite well
- Moderately well
- Slightly well
- Not at all well

How knowledgeable did you find our Service Technician?

- Extremely knowledgeable
- Quite knowledgeable
- Moderately knowledgeable
- Slightly knowledgeable
- Not at all knowledgeable

Overall how professional and helpful did you find our company?

- Extremely professional & helpful
- Very professional & helpful
- Moderately professional & helpful
- Slightly professional & helpful
- Not at all professional & helpful

Do you have any other comments or suggestions for improvement?

**We thank you for your time. Please hand back to our Service Technician or email back to [service@aispl.com.au](mailto:service@aispl.com.au)**