



Customer Survey



At Klime-Ezee our aim is to ensure that our customers always receive the best possible customer service. As a supplier we are always looking at ways to improve our products and customer service in any way possible to meet our customer's needs.

Using the scale below, we ask if you could spare a few minutes to complete the survey below:

1	Poor	2	Needs Improving	3	Satisfactory	4	Good	5	Excellent
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Customer Service

How prompt were we at responding to your requirements?

How would you rate the level of service and information provided by our sales team?

How satisfied were you with the overall quotation provided?

How competitive were we on the price compared to alternative suppliers?

		☹		☺			
1	2	3	4	5			
1	2	3	4	5			
1	2	3	4	5			
1	2	3	4	5			

Delivery (if applicable)

How would you rate our manufacturing and delivery lead-time?

How satisfied were you with the level of service our driver provided at the time of delivery?

		☹		☺			
1	2	3	4	5			
1	2	3	4	5			

Collection (if applicable)

How would you rate our manufacturing lead-time?

How happy were you with the level of service provided when advised your order was ready to collect?

How would your driver rate the level of assistance given by our despatch team at time of collection?

		☹		☺			
1	2	3	4	5			
1	2	3	4	5			
1	2	3	4	5			

Product

How would you review the overall quality of the product?

How would you rate the overall performance of the product?

		☹		☺			
1	2	3	4	5			
1	2	3	4	5			

***Please note any further comments or suggestions regarding our product and overall performance you feel may be of use to us:**

Completed by:		Date:	
Company Name:			
Position:		Email:	

Please fax completed survey back to **01773 834920** or email sales@klime-ezee.com.

Thank you for your feedback.



No. 6513



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Klime-Ezee is a Trading Name of
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