

North Eastern Door Frames: Customer Satisfaction Survey

Name:

Company/Address:

Phone Number:

For each item listed below, click the box that best describes your feedback based on a scale of Poor to Excellent.

Description/Identification of Survey Item	Poor	Good	Excellent
1. How often do you use North Eastern Door Frames?			
2. How do you rate your finished order?			
3. How do you rate the turn around time on your order?			
4. What was the level of personalized service offered?			
5. Ability and attitude of our representatives to your needs?			
6. Who was the salesperson who looked after your order?			
7. Friendliness and attitude of our staff?			
8. General feeling that you are valued as a customer			
9. Would you recommend our service to others?	YES		NO
10. Have you ever visited our website nedf.com.au ?	YES		NO
11. Compared to other providers how would you rate the overall level of service?			
12. Would you be willing to let us use your comments and project as a case study on our website?	YES		NO
With Photos of your job?	YES		NO
13. Would you be willing to leave a Google review about your experience?	YES		NO

CUSTOMER COMMENTS:

(e.g. Is there something we can do better - or if you would like to leave a testimonial for our website, leave it here)

Customer Satisfaction Survey



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