

Copytec – Customer survey 2016

Customer:

Copier model:

Most recent engineer:

These questions have been collated from customer's requirements, and how important each area is to them.

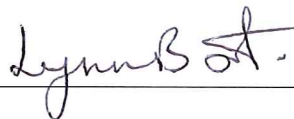
Please score the following areas – scores should be out of 10

1. Grade the speed to answer the telephone at our service centre.	10
2. Grade the time taken to arrange an engineer visit.	10
3. Grade the professionalism of the service engineer.	10
4. Grade the politeness and friendliness of the engineer.	10
5. How would you grade the engineer's explanation of the fault.	10
6. Grade the quality of the engineers repair.	10
7. Grade the quality of the copies from your machine.	10
8. Grade the reliability of your machine.	10
9. Grade the speed of a toner delivery	10
10. Would you recommend our organisation to another company YES/NO	YES

Any other comments regarding any of the above.

Excellent service – we are very happy to deal with such a competent, efficient and friendly company. We wouldn't hesitate to recommend to others.

Customer Name/Signature



LYNN BOOT.

ASST. FINANCIAL
CONTROLLER.

Please send back to service@copytecsheffield.co.uk.

Thank you for your feedback.