



# REPAIR & CALIBRATION LIMITED

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Reading  
RG1 8LX  
Tel: 0118 958 8391  
Fax: 0118 959 2189

As a valued customer we value your opinion to help us improve our service to you by completing this survey. Please indicate by ticking the relevant boxes or commenting in the boxes provided.

## 1. What is your overall satisfaction rating with our company?

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neither satisfied nor dissatisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

## 2. Please tell us why you feel that way.

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...

## 3. How likely are you to recommend our service?

- 5 - Very likely
- 4 - Likely
- 3 - Neither likely nor unlikely
- 2 - Unlikely
- 1 - Very unlikely

## 3. How long have you used our service?

.....



4. How satisfied are you with the following areas of our service?

|                   | 5 - Very satisfied       | 4 - Satisfied            | 3 - Neither satisfied nor dissatisfied | 2 - Dissatisfied         | 1 - Very dissatisfied    |
|-------------------|--------------------------|--------------------------|--|--------------------------|--------------------------|
| Quality           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> |
| Price             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> |
| Customer Service  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> |
| Communication     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> |
| Follow up Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> |

5. Please tell us why?

.....  
 ...

6. What do you like about RCL, and why?

.....  
 ...

7. What do you dislike about RCL, and why?

.....  
 ...



8. Thinking of similar services offered by other companies, how would you compare our service?

- Much better
- Better
- About the same
- Worse
- Much worse
- Don't know

9. Please comment.

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Company Name: .....

Contact: .....

Position: .....

Telephone No: .....

Thank you for taking the time to complete this questionnaire, your comments will be used to help RCL improve their service.

