



Satisfaction Survey Form

As a valued customer we value your opinion to help us improve our services 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.

3. What is your overall satisfaction rating with our company?

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

4. How long have you used our services?

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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow Up Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Please tell us why?

6. What do you like about RCL, & 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?

- 5 - Much Better
- 4 - Better
- 3 - About the same
- 2 - Worse
- 1 - Much Worse
- 0 - Dont Know

2. Please comment.

Company Name:

Contact:

Position:

Telephone Number:

Thank you for taking the time to complete this questionnaire, your comments will be used to help Repair & Cal Ltd improve their services.

