



Customer Care Survey

Name: _____

Company: _____

Telephone number: _____

1	Poor
2	Fair
3	Good
4	Very Good
5	Excellent

For each item identified below, please circle the number that best fits your judgment of its category. Use the scale above to help you select.

Description / Identification of Survey Item	Scale				
	1	2	3	4	5
1. How would you rate your initial contact with Samuel Banner & Co Ltd?	1	2	3	4	5
2. How do you view the corporate image of our company?	1	2	3	4	5
3. When placing or progressing orders, how do you rate our Customer Service/Sales team?	1	2	3	4	5
4. How do you rate our ability to deliver in full ?	1	2	3	4	5
5. How do you rate our ability to deliver on time?	1	2	3	4	5
6. How do you rate our documentation? This should include delivery notes, credits, invoices, price quotes, etc.	1	2	3	4	5
7. How do you rate our ability to offer product, pricing information and support?	1	2	3	4	5
8. How would you rate our services compared to other suppliers?	1	2	3	4	5
9. If you have ever raised a complaint how would you rate our response, feedback time?	1	2	3	4	5
10. How would you rate your contact with your Account Manager ?	1	2	3	4	5

