

# help us TO help you



## CUSTOMER SURVEY

Your feedback will help us improve our service to you in return. We would appreciate you taking a minute to complete the form and sending to [survey@blacksfasteners.co.nz](mailto:survey@blacksfasteners.co.nz)

Company Name \_\_\_\_\_

Contact Name \_\_\_\_\_

Which branch do you mainly deal with?

- Nelson
- Sydenham
- Dunedin
- Blenheim
- Ashburton
- Invercargill
- Sockburn
- Timaru

| <i>Please rate the following</i>     | Above Expectations | Meets Expectations | Below Expectations | Not Applicable |
|--------------------------------------|--------------------|--------------------|--------------------|----------------|
| Service Instore                      |                    |                    |                    |                |
| Service over the Phone               |                    |                    |                    |                |
| Service by your Sales Representative |                    |                    |                    |                |
| Orders received in a timely manner   |                    |                    |                    |                |
| Stock Availability                   |                    |                    |                    |                |
| Service by Accounts Team             |                    |                    |                    |                |

Have we improved our service over the last year?  Yes  No

What can we do better or any other comments

*Thank you for your feedback.*

