***Customer Feedback Form***

***Please tell us what you think...***

As a part of our commitment to provide the best quality of services to our customers, we would be grateful if you could take a few moments to fill out this questionnaire & give us any feedback you may have.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Excellent** | **Very Good** | **Good** | **Average** | **Poor** |
| **Speed of Delivery** |  |  |  |  |  |
| **Price** |  |  |  |  |  |
| **Value for Money** |  |  |  |  |  |
| **Product Quality** |  |  |  |  |  |
| **Adequate Packing – Delivery** |  |  |  |  |  |
| **Product Range on Offer** |  |  |  |  |  |
| **Product Availability** |  |  |  |  |  |
| **Website & Online Orders** |  |  |  |  |  |
| **Response Times** |  |  |  |  |  |
| **Staff Attitude & Responsiveness** |  |  |  |  |  |
| **Speed of answering your call** |  |  |  |  |  |
| **Staff Product Knowledge** |  |  |  |  |  |
| **Catalogue Clarity & Ease of use** |  |  |  |  |  |
| **Catalogue Design & Layout** |  |  |  |  |  |
| **How does SP rate overall?** |  |  |  |  |  |

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| What could we have done to make your experience with SP better? |
| Are there any additional items that you would like us to stock in the future? |
| Is there a particular member of staff that you feel has provided an excellent level of service? |

Thank you for taking the time to leave your feedback, the information given will enable us to provide an excellent level of service to all of our customers. If you would like us to contact you regarding this form please leave your details below.

|  |  |  |
| --- | --- | --- |
| Name:  | Tel:  | Account #:  |
| Email Address: |

 ***Please fax back on: 01952 606 112****or*  ***email us at: sales@spservices.co.uk***