Service Survey

DRIVE CONTROL SYSTEMS
A Unit of ELECTRO-SENSORS, INC.

Please take a few moments to tell us about our service today. You may leave the survey in the marked box or fold it and drop it in the mail. Thank you!

Rate Our Service

Mark one circle for each item. Skip over any items that don't apply to today's visit.

Response Definition: SD=Strongly Disagree D=Disagree N=Neutral A=Agree SA=Strongly Agree

	SD	D	N	A	SA
1. **Promptness:** I was able to get my business done promptly	☐	☐	☐	☐	☐
2. **Courtesy:** Staff were courteous to me.	☐	☐	☐	☐	☐
3. **Efficiency:** The staff helped me accomplish my goal	☐	☐	☐	☐	☐
4. **Knowledge:** The staff were knowledgeable about products and services	☐	☐	☐	☐	☐
5. **Friendliness:** The staff were friendly in working with me	☐	☐	☐	☐	☐

Overall Service

Response Definition: P=Poor F=Fair G=Good VG=Very Good E=Excellent

	P	F	G	VG	E
6. How well did we meet your needs?	○	○	○	○	○
7. How well did we fulfill your expectations?	○	○	○	○	○
8. Did we treat you like a valued customer?	○	○	○	○	○

	Y	N
9. Was today's service typical of the service you've received here? (skip if this was your first visit here)	☐	☐

Comments and suggestions: (please write *inside* the rectangle below)

If you would like a manager to contact you about today's service, please fill in the following section:

Your Information (optional)

Name:

Address:

City, State, Zip:

What days are you available to be contacted?

☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday ☐ Sunday

Thank you! Your input will help us serve you better.

LOCATION/MONTH

DEPARTMENT