

## OUR TWO MINUTE CUSTOMER SURVEY

Site

During your most recent assignment, how did you contact us?

- In person
- By telephone
- Via internet
- Through a recommendation
- Other\*

\*Please specify below

I found suitable information to help me with my enquiry

- Strongly disagree
- Disagree
- No opinion
- Agree
- Strongly Agree

How quickly did you get through to the right person?

- Immediately
- Within 5 minutes
- 5-10 minutes
- 10-20 minutes
- More than 20 minutes

Do you think we...(Select all that apply)

- Quickly identified the problem
- Handled your enquiry professionally
- Help you to understand the cause and how to solve the problem
- Were knowledgeable and competent about the subject

## OUR TWO MINUTE CUSTOMER SURVEY

How quickly was the problem resolved?

- Immediately
- Within a day
- Between 1 and 3 days
- Between 3 and 7 days
- More than a week
- The problem still exists

How would you rate our operatives?

- Very poor
- Poor
- Did what you expected and nothing more
- Good
- Very good
- Excellent

Any additional comments

How would you rate the quality of our work?

- Very poor
- Poor
- Did what you expected and nothing more
- Good
- Very good
- Excellent

Any additional comments

## OUR TWO MINUTE CUSTOMER SURVEY

Overall, how satisfied are you with the customer service experience that you received from PTSG?

- Very dissatisfied
- Somewhat dissatisfied
- Neutral
- Somewhat satisfied
- Very satisfied

Do you have any feedback on what we could do differently to serve you better in the future?

Name (required)

Email

Date