



## Customer Satisfaction Survey

**Optional:** Company Name.....Position Held.....

We at Reynolds Topline Providers are constantly looking for ways to improve our quality of the products and services. To do that we need to know what you think. We would really appreciate it if you could take just a few minutes to respond to the questions below. As a valued customer, how you rate our work is the most important information we can get.

Please return this survey to Oonagh Hannan, Reynolds Topline Providers, Townspark Centre, Carrick-on-Shannon, Co. Leitrim.

On a scale of 1 to 5 where:

- 1 = poor
- 2 = fair
- 3 = average
- 4 = good
- 5 = excellent

*Please rate on a scale of 1 – 5 where 5 is “highly likely” and 1 is “not at all likely”*

How you would rate the performance of Reynolds Topline in the following areas?

*Please place a circle around your answer.*

### **Counter staff**

- Helpfulness and attitude of staff 1 2 3 4 5
- Staff getting back to you quickly and reliably 1 2 3 4 5
- Having a personal/named contact available to speak to you at any time 1 2 3 4 5
- Speed of serving 1 2 3 4 5
- Speed of answering phone 1 2 3 4 5
- Dealing with an enquiry/complaint there and then or over the phone 1 2 3 4 5
- Staff with good technical knowledge of products 1 2 3 4 5
- Staff with a good understanding of your company needs 1 2 3 4 5
- Prices and quotations are easy to obtain 1 2 3 4 5

### **Order Processing**

- Ease and reliability of order placing 1 2 3 4 5
- Quick acknowledgement of your orders 1 2 3 4 5
- Overall efficiency of ordering process 1 2 3 4 5

### **Products**

- Good Stock availability 1 2 3 4 5



- Good range of products 1 2 3 4 5
- Product information is easy to obtain and helpful 1 2 3 4 5
- Overall product quality 1 2 3 4 5
- Competitive prices 1 2 3 4 5

**Delivery**

- Delivery time and date set to suit you 1 2 3 4 5
- Delivery on the day agreed 1 2 3 4 5
- In-full delivery as promised 1 2 3 4 5
- Good product condition on delivery 1 2 3 4 5
- Being informed of any changes to the agreed delivery time 1 2 3 4 5
- Overall delivery performance 1 2 3 4 5

**Accounts**

- Accounts staff have the right attitude 1 2 3 4 5
- Accounts staff have a good knowledge of your account 1 2 3 4 5
- Invoices match orders and agreed terms and prices 1 2 3 4 5
- Account/payment queries are dealt with efficiently 1 2 3 4 5
- Invoices, statements and payments arrangements are easy to understand 1 2 3 4 5
- Invoices and statements arrive with you each month by the 10<sup>th</sup> of the Month 1 2 3 4 5

**OVERALL SATISFACTION**

How likely are you to recommend Reynolds Topline to a business colleague? 1 2 3 4 5

Finally, are there any other comments you would like to make?

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I want to thank you for taking the time to complete this questionnaire. The replies will be treated in the strictest of confidence. The aim of the survey is to improve our service to you, our valued customers.