



DELIVERY SERVICES

COMMERCIAL REMOVALS – LIBRARY RELOCATION – SPECIALIST TRANSPORTATION – PIANO HIRE

CUSTOMER SATISFACTION SURVEY PART A

Name

Organisation

Type of Business

Email Address

Please use the spaces below each question to provide us with any other comment(s) you have regarding our performance in the area, or to make any suggestion of how we can better serve you in this area in the future.

1. Quality

How satisfied are you with the quality of service we provide?

1=Very Dissatisfied	<input type="text"/>
2=Dissatisfied	<input type="text"/>
3=Neutral	<input type="text"/>
4=Satisfied	<input type="text"/>
5=Very Satisfied	<input type="text"/>

Comments:

2.Speed

How satisfied are you with the speed at which we delivered the service you requested?

1=Very Dissatisfied	
2=Dissatisfied	
3=Neutral	
4=Satisfied	
5=Very Satisfied	

Comments:

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3.Responsiveness

If you had cause to complain or query anything, how satisfied are you with the way your problem was dealt with?

1=Very Dissatisfied	
2=Dissatisfied	
3=Neutral	
4=Satisfied	
5=Very Satisfied	

Comments:

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4.How satisfied are you with the way we quoted you based on the information you provided?

1=Very Dissatisfied	
2=Dissatisfied	
3=Neutral	
4=Satisfied	
5=Very Satisfied	

Comments:

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5. How satisfied are you with the courtesy and professionalism of the services support representatives you dealt with?

1=Very Dissatisfied	
2=Dissatisfied	
3=Neutral	
4=Satisfied	
5=Very Satisfied	

Comments:

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6. What is your overall satisfaction with Delivery Services?

1=Very Dissatisfied	
2=Dissatisfied	
3=Neutral	
4=Satisfied	
5=Very Satisfied	

Comments:

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7. How likely or unlikely are you to use a service from us again?

1=Very unlikely	
2=Unlikely	
3=Neutral	
4=Likely	
5=Very Likely	

Comments:

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Thank you for taking the time to complete the survey. The information provided by you will be used to further our professionalism in the quality of service we provide.

**CUSTOMER SATISFACTION SURVEY
PART B**

In addition to Part A of our survey, under the BAR code of practice we are obliged to ask our customers to complete the following:

Before the move:

Did your remover

1. Make you aware of the BAR code of practice?

Yes	No	N/A

2. Give you a clear description, price and timetable for the work to be carried out?

**3. Draw your particular attention to the contract terms relating to:
A) Liability for loss or damage?**

B) Time limits for making claims?

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C) Cancellation/postponement rights and charges?

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4. Explain your insurance or other protection options?

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5. Make you aware of the procedure for making claims and to whom complaints should be referred?

After the move:

6. If you made any claim or complaint, was this handled courteously and promptly?

7. If you did not make any claim or complaint, please tick N/A.

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Signed

Date

Position in company