SERVICE QUESTIONNAIRE

We are constantly looking for ways to improve the quality of our services. To do that, we need to know what you think. We'd really appreciate it if you would take just a few minutes to respond to the handful of questions overleaf. Please be honest, whether the service was good or poor, we would really like to know about it !

There are various ways to respond :-

- Print, complete and return the questionnaire by post.

- Reply by telephone. Our office staff will be only too pleased to receive your feedback. Please make them aware if you wish your identity to remain confidential and your name will not be recorded.

- Reply by text on 07718 898983 (this is a dedicated office mobile number for text messages only). Your reply should give the question number and your response (for example : Q3. Yes. Q4. No- distracted by non work related issues etc).

- Complete and return the questionnaire by email (preferred).

Thank you

Directors of T M Appliance Services Ltd

Name (optional)			

	Day	Month	Year
1. Date of visit			

2. Postcode area	BN	PO	

3. Was the engineer polite / attentive / helpful ?	Yes	No

Comment :

4. Was the engineer focused on the job ?	Yes	No

Comment :

5. How well did the engineer answer your questions?	Very well	Good	Just OK	Not at all well

Comment :

6. Did the engineer show knowledge of the product being repaired ?	Good knowledge	Moderate knowledge	Limited knowledge	No knowledge

Comment :

7. Were you satisfied with the repair undertaken / quality of work ?	Completely satisfied	Dissatisfied	

Comment :

8. Would you be happy for this engineer to carry out further works on your behalf ?	Yes	No	

Comment :

9. How could we have improved our service to you ?

Comment :

Thank you for completing this questionnaire