

Customer Survey

Simcraft products



64 Railway Parade,
Welshpool WA 6106
PO Box 425, Bentley WA 6982
Tel: (08) 92583033
Fax: (08) 92583044

Company Name:

Dear Customer:

Thank you for giving us the opportunity to supply you. Please help us to provide you better product or service by taking a couple of minutes to tell us about the service or product that you have received so far. We appreciate your business and want to make sure we meet your expectations.

Sincerely,

Quality Assurance Department
Simcraft Products



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Overall Satisfaction

Question 1:

How satisfied are you with the product?

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	N/A
Overall Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Purchase experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usage experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 2:

Would you recommend Simcraft products to others? (please circle)

Definitely Probably Might or might not Probably not Definitely not

Question 3:

Compared to other (products) that are available, would you say that Simcraft's product is
 (please circle)

Much better Somewhat better About the same Somewhat worse

Initial service – Responsiveness

Question 4:

Please rate the following characteristics of the service representative on a scale from 1 to 5, where 1 means poor service and 5 means excellent service.

	1. poor	2.Fair	3. Good	4. Very Good	5. Excellent
Knowledge of the product	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteousness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Willingness to help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency/quickness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you help us improve?

Question 5:

If you have additional comments for Simcraft Products about your experience with product that have not been addressed in the survey, please enter them below.

Thank you for your feedback, We sincerely appreciate you honest opinion and will take your input into consideration while providing products and services in the future.