

Customer Satisfaction Survey

This brief form is your chance to let us know if we have done a good job for you and how we can improve your 'Redbows' experience. Please can you complete it and return to us by fax, post or email.

Your name	
Company	
Contact email or phone number (optional)	

- Please rate the overall level of **customer service** you received from us:
 Excellent Good Average Fair Poor
- Now that you have your promotional gifts, how do you rate their **overall product quality** ?
 Excellent Good Average Fair Poor
- In terms of **price competitiveness** how do we compare to other promotional gift suppliers ?
 Higher _____ % Very similar _____ % None contacted
- How do you rate our **order turnaround time** in terms of meeting your delivery request date ?
 Excellent Good Average Fair Poor
- What was the most **important reason for choosing Redbows** ?
 Price Speed of Response Professionalism Reputation Easy to work with
- Which of the following words would you use to **describe our website** as an information source ?
 Excellent Good Average Fair Poor
- How likely are you to **order from us again** ?
 Definitely Maybe Never
- How likely are you to **recommend our company** to others ?
 Definitely Maybe Never

If you have any other suggestions/comments please write them in the box below:

Thank you for your comments - can we use them in our marketing if appropriate ?
 Yes (in full/anonymous - please delete one) or No

And finally

- Which further **Redbows services** could you be interested in ?
 Internet Marketing Website Optimisation Branding Advertising Public Relations

Thank you for your time.