

# CUSTOMER FEEDBACK SURVEY



Date:	
Name:	Company Name:
Email:	Phone:

Please rate your <i>satisfaction</i> with the following factors by checking the boxes on the right.	How <b>SATISFIED</b> are you with us related to this factor?				
	<i>I'm disappointed</i>		<i>I'm a fan!</i>		
Overall Quality of Service + Technical Support	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Onsite Service Call Response Time	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Quality of Communication with Account Executive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Account Executive's Knowledge of Products + Services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Products + Services Offered by Thermocopy	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**What Thermocopy marketing have you noticed? (check any/all that apply)**

Radio ads    *Newsworks*    *Business Journal*    Facebook    Thermocopy.com    ThermocopyGreenworks.com

Other magazines, newspapers or websites (please specify): \_\_\_\_\_

Community involvement/sponsorships (please specify): \_\_\_\_\_

**Comments/Questions:** \_\_\_\_\_

Please send this form to [srsumner@thermocopy.com](mailto:srsumner@thermocopy.com) or fax to (865) 525-0024. Thank You!