



CUSTOMER'S FEEDBACK

To our valued customer:

Thank you for your preference to engage us & your choice to use our professional services. The motto of our company is to provide a satisfactory & quality service to all of our customers. In order to achieve this aim, we need to know your opinion and feedback. Praise would be a motivation for us to continue our services. Any critic would naturally be a reason for us to improve according to your requirements and meeting your expectations.

Please give us **5 minutes** of your time to fill-up the following questionnaires.

Please indicate your rating by **(X) inside the box**: [**1**] poor, [**2**] average, [**3**] satisfied, [**4**] good and [**5**] excellent

Ratings: 1 2 3 4 5

Please kindly furnish us the name of our Sales Representative.

Name:

How prompt does our Sales personnel assist in your inquiry?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Did he/she understand your requirements and gave you the quotation accordingly?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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How do you rate the services provided by our Sales personnel?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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What is your opinion of our after-sales support services?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Who is/are the Technical personnel attending to your technical queries? Please state their name/s and ratings on their skills.

Name:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Name:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Name:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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How do you find our technical team skillset, expertise and knowledge?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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How prompt are they in resolving your technical problems?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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How do you rate our overall service level to your company / organization?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Yes No Maybe

Do you think you will call us if you encounter other problems in the future?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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If you have any other **comments, complaints, compliments** or **feedback**, please write here. Or you may email us: **customercare@techfount.com**

Name:

Email:

Contact No:

Company:

Address:

We thank you for your time in answering these questions and the feedback given to us. A token of appreciation will be given as a sign of our gratitude. All information will be kept strictly confidential. We value your comment so that it will enable us to improve our service level to you.

For more information on our company services, please visit our website at www.techfount.com.