

## CLIENT FEEDBACK QUESTIONNAIRE

As part of our on-going commitment to improve the service we provide, we would be grateful if you could help us by completing this questionnaire in regards to the recent works engaged with ITL

### Q1. How satisfied were you with our overall level of service?

- Very Satisfied                       Fairly Dissatisfied
- Fairly Satisfied                       Very Dissatisfied
- Undecided

#### Q1.a. If Dissatisfied, please tell us briefly why this is.

### Q2. Did we give you information /advice that was easy to understand?

- Very Easy                               Fairly Difficult
- Fairly Easy                               Very Difficult
- Undecided

#### Q2.a. If Difficult, Please tell us briefly why this is ?

**Q3. How well did we keep you updated with our progress on the job?**

- |                                      |  |
|--------------------------------------|--|
| <input type="checkbox"/> Very Well   | <input type="checkbox"/> Fairly Poor                           |
| <input type="checkbox"/> Fairly Well | <input type="checkbox"/> Very Poor                             |
| <input type="checkbox"/> Undecided   | <input type="checkbox"/> Not Applicable – one off advice given |

**Q4. How Helpful / Informative did you find our staff?**

- |                                      |                                      |
|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Very Good   | <input type="checkbox"/> Fairly Poor |
| <input type="checkbox"/> Fairly Good | <input type="checkbox"/> Very Poor   |
| <input type="checkbox"/> Undecided   |                                      |

**Q5. What is the likelihood you would refer our company to a colleague or friend?**

**Q5.a. Please give your reason/s for your answer to question above.**

**Your responses are completely confidential**

If you would like us to contact you to discuss any of the issues raised, please complete the details below:

**NAME :** \_\_\_\_\_

**COMPANY :** \_\_\_\_\_

**TELEPHONE :** \_\_\_\_\_

**EMAIL :** \_\_\_\_\_

Thank you for your kind assistance in completing this survey. This is a valuable tool for the company and helps us deliver to you, Confidence in Connectivity.

**Please return your completed survey via email to [sheilan@itltechnologies.co.nz](mailto:sheilan@itltechnologies.co.nz)**