



# FloorMaster

**FloorMaster looks to continually lift the standard in customer service throughout our business.**

**We would appreciate you taking the time to let us know how we are going.**

Your Details:

Contact person: \_\_\_\_\_

Contact Number: \_\_\_\_\_

**1. How professional is our company?**

- Extremely professional
- Moderately professional
- Not at all professional

**2. How well do you feel that our company understands your needs?**

- Extremely well
- Moderately well
- Not at all well

**3. Compared to our competitors, is our product quality better, worse, or about the same?**

- A great deal better
- About the same
- A great deal worse
- Don't know

**4. Compared to our competitors, are our prices higher, lower, or about the same?**

- A great deal higher
- About the same
- A great deal lower
- Don't know

**5. Overall, how responsive have we been to your questions or concerns about our product?**

- Extremely responsive
- Moderately responsive
- Not at all responsive

**6. How well did our customer service representative answer your question or solve your problem?**

- Extremely well
- Moderately well
- Not at all well

**7. How likely is it that you would recommend this company to a friend or colleague?**

Not Likely					Very Likely					Most Definitely
0	1	2	3	4	5	7	8	9	10	

**Thankyou for taking the time to complete this survey.**

**Please fax to 08 8369 2565**