

CUSTOMER SATISFACTION SURVEY

We value your feedback and use this information to evaluate and improve our services.

Please take a few minutes to respond to the questions below.

Your main Austbreck branch

NSW

VIC

Your Company Name and location: _____

How long have you been a customer of Austbreck?

1 month – 1 year

1 – 3 years

3 years +

PRODUCTS

Please rate the quality of product/s from Austbreck.

Comment: _____

Poor

Ok

Good

Excellent

SERVICE CONTACT

Please rate the service received from your Austbreck contact?

Comment: _____

Poor

Ok

Good

Excellent

QUOTE

Please rate your Austbreck quote received.
(including scope of works if applicable)

Comment: _____

Poor

Ok

Good

Excellent

DELIVERY

Please rate Austbreck's delivery performance.

Comment: _____

Poor

Ok

Good

Excellent

OVERALL SERVICE EXPERIENCE

Please rate your total service including admin, billing, issue of certificates, general support and communication.

Comment: _____

Would you recommend Austbreck to others?

No

Probably
Not

Probably
Yes

Yes

Comment: _____

Do you have any other comments or suggestions
(Min/Billing/Documentation/Technical Support etc)

Do you wish to be contacted to discuss your feedback?

Yes

No

Name: _____ Ph: _____ Mob: _____

Please forward this form to tai@austbreck.com.au or fax on +61 3 9072 4011- Attn. The Quality Manager