

Thank you for choosing EDS.

Intruder Alarms

Fire Alarms

Leopold Street Birmingham B12 0ŪD Tel. 0870 735 5050 Fax. 0870 735 5533 www.eds-uk.co.uk support@eds-uk.co.uk

CCTV Systems

- Intruder & Fire Alarms
- Access Control Systems
- Radio & Data Communications
- Nurse & Warden Call Systems
- **Automatic Traffic Barriers & Gates**

Job	No:	١٠	1	0	/	->	•

Electrical Installations

Electrical Testing

- **Electrical Installations**
- Air Conditioning Systems
- **Building Control Systems**

Customer Satisfaction Form



* 24hr Service * Local & National Coverage * Maintenance Programmes * On-Line Support *

that we maintain our this Customer Satisficonfidence. Should y	high standards action Form, ar ou wish to exp	s and to mo nd either po and on any	onitor our quost or fax it	uality service back to us. A	you and that our workmans, we would appreciate a few any comments given in this then please feel free to use	moments of form will be to	your tin	ne in comp ith strictes	leting t		
form. (Leave this section blank if you wish) Name Company (if applicable)							Position Louse holder				
Address Bridge St WEST Br						Post Code B 70 9 H 40					
Tel No		_				Mobile					
How did you original	ly hear about E	D S?			***************************************	Date		• • • • • • • • • • • • • • • • • • • •			
When you initially contacted EDS, please describe your thoughts regarding:					How would you describ	How would you describe the following qualities of the operative(s):					
Ease of Contact	Excellent	Good	Average	Poor	Polite & Helpful	Excellent	Good	Average	Poor		
First Impressions	هار	ū	ū	<u> </u>	Knowledgeable		<u>-</u>	ō	ō		
Polite & Helpfulness	a Z	<u> </u>	_	_	Appearance						
Plan of Action Given	هـ	_	ū		Quality of Workmanship	_ 			Ö		
Speediness of Enquiry	a ·	ō	Ö	<u> </u>	Regard to your property	ō	<u>-</u>	ā	ā		
When the representativ	e first called to se	e you, please	describe the	following:	The man	er in which ou	r operati	ve(s):			
	Excellent	Good /	Average	Poor		Excellent	Good	Average	Poor		
Punctuality	ر 🗖	₽⁄	ت ت		Informed you of Progress		- -/		ū		
First Impression	Q./	<u> </u>	ū	o l	Explained the Works	• /					
Polite & Helpfulness	<u> </u>	₩/	Q,		Demonstrated the Works	•					
Knowledgeable	ر ت	Q/	<u>o</u>	<u> </u>	Carried out their works						
Plan of Action Given	<u> </u>		<u> </u>		Informed you of any delays			<u> </u>			
When you received t	he quotation, wh	at were your	thoughts reg	arding:	How would	you describe the	e overall (opinion:			
				75		F11	C4	A	Davas		
Decembrica	Excellent	Good	Average	Poor	Ease of Use**	Excellent	Good	Average □	Poor		
Presentation Ease of Understanding	<u> </u>	1	0	5	Functional**			_	ä		
Quality of Information	0	4	0	<u> </u>	Build Quality		·	ū	_		
Value for Money	ر ت		ō	<u> </u>	Instructions		ā	Ö	ā		
Punctuality	<u>.</u>	_	ā	_	Overall Opinion		a				
					** Where applicable						
Date & Time Expected Date & Time Arrived Was this acceptable Comments	About the ope Date: Date: Date:	rative(s):	Time: Time:		Would you recommend Reason (If any) If yes, I would recommen	_	eople?	W Yes	□ No		
Is there anything else	von would like	ns to know	?		Are there any improve	ments we cou	ld make'	?			

If you would like further information on any of our products or services we provide, please complete the section below

Nurse & Warden Call System

Traffic Barriers & Rising Kerbs