



Leopold Street
Birmingham
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- CCTV Systems
- Intruder & Fire Alarms
- Access Control Systems
- Radio & Data Communications
- Nurse & Warden Call Systems
- Automatic Traffic Barriers & Gates

Job No: _____
• Electrical Installations
• Building Control Systems

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

Thank you for choosing EDS.

Customer Satisfaction Form

We trust that you were happy with the work we recently carried out for you and that our workmanship met your expectations. In order that we maintain our high standards and to monitor our quality service, we would appreciate a few moments of your time in completing this Customer Satisfaction Form, and either post or fax it back to us. Any comments given in this form will be treated with strictest confidence. Should you wish to expand on any of the areas detailed, then please feel free to use a separate sheet and attach it to this form. (Leave this section blank if you wish)

Name: [REDACTED] Company (if applicable): THAPERS Position: SENIOR ADMINISTRATOR
Address: 14 HOLYHEAD ROAD, HANDSWORTH, BIRMINGHAM Post Code: B21 0LT
Tel No: [REDACTED] Fax No: [REDACTED] Mobile: _____
How did you originally hear about EDS? _____ Date: 25.14.07

When you initially contacted EDS, please describe your thoughts regarding:

	Excellent	Good	Average	Poor
Ease of Contact	✓			
First Impressions	✓			
Polite & Helpfulness				
Plan of Action Given		✓		
Speediness of Enquiry		✓		

How would you describe the following qualities of the operative(s):

	Excellent	Good	Average	Poor
Polite & Helpful	✓			
Knowledgeable		✓		
Appearance			✓	
Quality of Workmanship		✓		
Regard to your property		✓		

When the representative first called to see you, please describe the following:

	Excellent	Good	Average	Poor
Punctuality		✓		
First Impression	✓			
Polite & Helpfulness	✓			
Knowledgeable		✓		
Plan of Action Given		✓		

The manner in which our operative(s):

	Excellent	Good	Average	Poor
Informed you of Progress		✓		
Explained the Works		✓		
Demonstrated the Works		✓		
Carried out their works	✓			
Informed you of any delays	✓			

When you received the quotation, what were your thoughts regarding:

	Excellent	Good	Average	Poor
Presentation	✓			
Ease of Understanding		✓		
Quality of Information		✓		
Value for Money		✓		
Punctuality		✓		

How would you describe the overall opinion:

	Excellent	Good	Average	Poor
Ease of Use**	✓			
Functional**	✓	✓		
Build Quality		✓		
Instructions	✓			
Overall Opinion				

** Where applicable

About the operative(s):

Date & Time Expected	Date:	Time:
Date & Time Arrived	Date:	Time:
Was this acceptable	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Comments		

Would you recommend EDS to other people? Yes No
Reason (If any)
If yes, I would recommend EDS to:
I ALREADY HAVE DONE SO

Is there anything else you would like us to know?
N/A

Are there any improvements we could make?
NONE

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

Intruder Alarms	Nurse & Warden Call System	Electrical Installations
Fire Alarms	Traffic Barriers & Rising Kerbs	Electrical Testing
Access Control Systems	Automatic Electric Gates	Other
Closed Circuit Television (CCTV)	Perimeter Protection Systems	
Covert Surveillance	Public Address Systems	

Return to Freepost EDS or Fax 0870 735 5533

RECEIVED
27 APR 2007
BY: _____