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

- Electrical Installations
- Building Control Systems

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

Job No: 856250

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) WYCHAZZ PRIMARY Position DTT
 Address MIDDLEFIELD RD, NORTHFIELD, B11AM Post Code B31 3TH
 Tel No. [Redacted] Fax No. [Redacted] Mobile _____
 How did you originally hear about EDS? _____ Date 29/3/07

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

*Hands free cussing
defect - follow up site
visit planned.*

About the operative(s):

Date & Time Expected Date: _____ Time: _____
 Date & Time Arrived Date: _____ Time: _____
 Was this acceptable Yes No
 Comments *Excellent*

Would you recommend EDS to other people? Yes No

Reason (if any)
If yes, I would recommend EDS to:
other schools.

Is there anything else you would like us to know?

Are there any improvements we could make?

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

John