



The Service Provider

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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
- Air Conditioning Systems
- Building Control Systems

Job No: 3684

* 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): CHADVALE Primary Position: Sale Manager
 Address: Nursery Road, Edgbaston B15 3JU Post Code: [Redacted]
 Tel No: [Redacted] Fax No: [Redacted] Mobile: [Redacted]
 How did you originally hear about EDS?..... Date: [Redacted]

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

| | Excellent | Good | Average | Poor |
|-----------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| Ease of Contact | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| First Impressions | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Polite & Helpfulness | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Plan of Action Given | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Speediness of Enquiry | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

| | Excellent | Good | Average | Poor |
|-------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Polite & Helpful | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Knowledgeable | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Appearance | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Quality of Workmanship | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Regard to your property | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

| | Excellent | Good | Average | Poor |
|----------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Punctuality | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| First Impression | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Polite & Helpfulness | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Knowledgeable | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Plan of Action Given | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

The manner in which our operative(s):

| | Excellent | Good | Average | Poor |
|----------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Informed you of Progress | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Explained the Works | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Demonstrated the Works | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Carried out their works | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Informed you of any delays | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

| | Excellent | Good | Average | Poor |
|------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Presentation | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ease of Understanding | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Quality of Information | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Value for Money | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Punctuality | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

How would you describe the overall opinion:

| | Excellent | Good | Average | Poor |
|-----------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| Ease of Use** | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Functional** | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Build Quality | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Instructions | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall Opinion | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

** Where applicable

About the operative(s):

Date & Time Expected Date: [Redacted] Time: [Redacted]
 Date & Time Arrived Date: [Redacted] Time: [Redacted]
 Was this acceptable Yes No
 Comments: Punctual No problems.

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?
Would have preferred to be given choice as to goods used.

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

| | | |
|--|--|---|
| <input type="checkbox"/> Intruder Alarms | <input type="checkbox"/> Nurse & Warden Call System | <input type="checkbox"/> Electrical Installations |
| <input type="checkbox"/> Fire Alarms | <input type="checkbox"/> Traffic Barriers & Rising Kerbs | <input type="checkbox"/> Electrical Testing |
| <input checked="" type="checkbox"/> Access Control Systems | <input checked="" type="checkbox"/> Automatic Electric Gates | <input type="checkbox"/> Other |
| <input type="checkbox"/> Closed Circuit Television (CCTV) | <input type="checkbox"/> Perimeter Protection Systems | |
| <input type="checkbox"/> Covert Surveillance | <input type="checkbox"/> Public Address Systems | |

Return to Freepost EDS or Fax 0870 735 5533