



The Service Provider

Leopold Street
Birmingham
B12 0UD
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

- Electrical Installations
Building Control Systems
24hr Service
Local & National Coverage
Maintenance Programmes
On-Line Support

Job No: \_\_\_\_\_

Customer Satisfaction Form

Thank you for choosing EDS.

We trust that you were happy with the work we 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 moment of your time to complete 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, please use a separate sheet and attach it to this form. (Leave a section blank if you wish).

Name: SUTTON CONSERVATIVE CLUB
Company (if applicable):
Position: MEMBERSHIP SECRETARY
Address: 82 HIGH STREET, SUTTON, ELY, CAMBS.
Post Code: CB6 2PE
Tel No:
Fax No:
Mobile:
Date: 23.07.07

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

Please describe 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 of the Systems/Work:
\*\*Where applicable
Excellent Good Average Poor
Ease of Use\*\*
Functional\*\*
Build Quality
Instructions
Overall Opinion

About the operative(s):
Date & Time Expected Date: 03.07.07 Time: 08.15
Date & Time Arrived Date: 03.07.07 Time: 08.00
Was this acceptable Yes No
Comments

Would you purchase from EDS Again? Yes No
Would you recommend EDS to other people? Yes No
Reason (If any)
If yes, I would recommend EDS to:

Is there anything else you would like us to know? NOT AT THIS MOMENT IN TIME.

Are there any improvements we could make?

Thinking about your purchasing decision, please rank the items listed below in order of importance, i.e. if Warranty was the most important mark it with [1]
[7] Availability [4] Quality of Products [2] Performance of Products [1] Price [3] Warranty [5] Location [9] Service Backup & Support [8] Company Track Record [6] Company Accreditations [10] Company Technical Abilities [ ] Other Please Give Details -

If you would like further information on any of our products or services we provide, please complete the section below
Intruder Alarms
Fire Alarms
Access Control Systems
Closed Circuit Television (CCTV)
Covert Surveillance
Nurse & Warden Call System
Traffic Barriers & Rising Kerbs
Automatic Electric Gates
Perimeter Protection Systems
Public Address Systems
Electrical Installations
Electrical Testing
Other

Return to Freepost EDS or Fax 0870 735 5533