



The Service Provider

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Birmingham
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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
Building Maintenance
Carpentry, Plumbing
Heating & Gas Servicing

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

Customer Satisfaction Form

Thank you for choosing EDS.

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) Position

Address: Greenfield Road, Hasbome, Post Code: B17 0EP

Tel No. Fax No. Mobile [redacted]

How did you originally hear about EDS? Date: 26th August

When you initially contacted EDS, please describe your thoughts regarding
Table with columns: Excellent, Good, Average, Poor
Rows: 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):
Table with columns: Excellent, Good, Average, Poor
Rows: Polite & Helpful, Knowledgeable, Appearance, Quality of Workmanship, Regard to your property

When the representative first called to see you, please describe the following
Table with columns: Excellent, Good, Average, Poor
Rows: Punctuality, First Impression, Polite & Helpfulness, Knowledgeable, Plan of Action Given

The manner in which our operative(s):
Table with columns: Excellent, Good, Average, Poor
Rows: 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:
Table with columns: Excellent, Good, Average, Poor
Rows: Presentation, Ease of Understanding, Quality of Information, Value for Money, Punctuality

How would you describe the overall opinion:
Table with columns: Excellent, Good, Average, Poor
Rows: Ease of Use, Functional, Build Quality, Instructions, Overall Opinion

About the operative(s):
Date & Time Expected, Date & Time Arrived, Was this acceptable, Comments: Arrived as promised - on time.

Would you recommend EDS to other people? Yes
Reason (if any): Within the last 6m my partner works for other social services.

Is there anything else you would like us to know? See overleaf.

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
Grid of checkboxes for various services like Intruder Alarms, CCTV, Electrical Installations, etc.