



The Service Provider

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- CCTV Systems
Intruder & Fire Alarms
Access Control Systems
Radio & Data Communications
Nurse & Warden Call Systems

- Automatic Gates
Automatic Traffic Barriers
Electrical Installations
Air Conditioning Systems
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, Company, Position, Address, Post Code, Tel No, Fax No, Mobile, Date, How did you originally hear about EDS? (Customer of bank)

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.

Would you recommend EDS to other people?
Reason (if any)
If yes, I would recommend EDS to: Quality service + Instancy

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

Are there any improvements we could make? N/A

If you would like further information on any of our products or services we provide, please complete the section below
List of services: 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, Air Conditioning, Plumbing, Gas Servicing, Building Services, Building Maintenance, Carpentry, Painting & Decorating, Other.

Return to Freepost EDS or Fax 0870 735 5533

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