

Leopold Street Birmingham B12 0ŬD 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

- **Building Control Systems**

Electrical Installations

Air Conditioning 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 a		1.							
(Leave this section blan	nk if you wish)				c.	•		0 -	
Name					ny (if applicable)				<u></u>
Address	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,					I	Post Cod	e	
No		Fax No			Mobile				
How did you originally	hear about EDS	3?			Date		•••••		
When you initially contacted EDS, please describe your thoughts regarding:					How would you describe the following qualities of the operative(s):				
	Excellent	Good .	Average	Poor		Excellent	Good	Average	Poor
Ease of Contact	Excellent	Good	Avciago	ا تق	Polite & Helpful	a	0	ت ت	D.
First Impressions	ā	, Zar	ō	o l	Knowledgeable	ū	,	a .	
•	o ·	ź	ū,	<u> </u>	Appearance	ū	54		
Polite & Helpfulness		0	ž	0	Quality of Workmanship	ä	Ø		<u> </u>
Plan of Action Given	٥	<u>.</u>	0	3 1	Regard to your property	<u> </u>	_ Zr	ā	ā
Speediness of Enquiry		<u></u>	<u> </u>		Regard to your property				
When the representative first called to see you, please describe the following:					The manner in which our operative(s):				
	Excellent	Good	Аусгаде	Poor		Excellent	Good	Average	Poor
Punctuality		200	Q Q	١	Informed you of Progress				a
First Impression	Ö	7	ā	ā	Explained the Works	ā	⊿′_	ū	0
Polite & Helpfulness	Ö	Z/	ā	ā	Demonstrated the Works	0	ZÍ,		
•	0	7		<u> </u>	Carried out their works		· 🗷	O.	
Knowledgeable	,	٥	% .	<u> </u>	Informed you of any delays		Ø	Q	
Plan of Action Given									
When you received the quotation, what were your thoughts regarding:					How would you describe the overall opinion:				
	Excellent	Good	Average	Роог		Excellent	Good	Average	Poor
		Good A A A A	Avelage	501	Ease of Use**	Q.	٥	ū	Q
Presentation	٥		٥	5	Functional**	Ö		a	ū
Ease of Understanding	Ü		ū	<u> </u>	Build Quality	ā		۵	O .
Quality of Information		27	ū	<u> </u>	Instructions	ā		Ġ	D
Value for Money	0	~	٥	<u> </u>	Overall Opinion	ā	ū		O)
Punctuality	۵	A	•	-	** Where applicable				
							_		·
About the operative(s):					Would you recommend E	DS to other p	eople?	D∕Yes	☐ No
Date & Time Expected Date: Time:					Reason (If any)				
Date & Time Arrived	Date:		Time:	j	If yes, I would recommend	EDS to:			
Was this acceptable	□Yes		☐ No						
Comments									
Is there anything else you would like us to know?					Are there any improvements we could make?				
	•								
						-			
lf ye	ou would like fur	ther informat	tion on any o	f our products or	services we provide, please con	nplete the sec	tion belo	w	
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☐ Intruder Alarms		Ni	irse & Warde	n Call System	Electrical Installations Building Services				
Fire Alarms		Traffic Barriers & Rising Kerbs				Electrical Testing Building Maintenance Commission			
Access Control Systems		Automatic Electric Gates				Air Conditioning			
Closed Circuit Television (CCTV) Perimeter Protection Systems				Plumbing	<u>.</u>		g & Decorat	mg	
☐ Covert Surveilla	Public Address Systems			Gas Servicing	•	Other:			