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Product Sales Customer Satisfaction Survey

Please take a minute to circle the appropriate grade for each item & fill in any comments you have.

	←	Dissatisfied		Totally Satisfied	→
Communication	1	2	3	4	5

Promptly and efficiently communicated with you before, during, and after the order was filled, as appropriate. Comments:

Delivery	1	2	3	4	5
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Promptness of deliver and keeping of commitments. Comments:

Quality	1	2	3	4	5
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Total quality in all aspects of this transaction. (Accurate documentation, product is high-quality in both appearance and function, labeling, packaging, etc.) Comments:

Responsiveness	1	2	3	4	5
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Courtesy and professionalism. Ability and willingness to answer questions and solve problems. Comments:

Based on this sales transaction, are you likely to contact BC Group the next time you need test equipment? **Yes** **No**

Date: _____ Ref #: _____

PLEASE FAX BACK TO US AT 314-638-3200. No cover sheet is needed. **THANK YOU!**