



 (03) 9703 2900
 (03) 9702 3465
 sales@endeavour-ind.com.au
 www.endeavourindustries.com.au
 2/37-41 Hallam South Road, Hallam, VIC 3803



CUSTOMER FEEDBACK SURVEY

At Endeavour Industries we understand the importance of customer satisfaction, and we value your input and suggestions as to how we can improve our products and services. We welcome any ideas, suggestions and feedback you may have about the jobs our staff do, the way they go about it, and the goods we supply. Through your feedback we can continue to improve our products and services. Don't forget, if we've got it "spot-on" or you would like to pass on a compliment to one of our staff, we would love to hear that too.

Please complete and return this form by email, fax or post to one of the addresses above.

Details

Your Name (optional)

Name(s) of Endeavour Industries staff you have dealt with: (optional)

Type of Service Provided

Delivery
 Installation
 Other (please specify)

Referred by:

OT
 Physio
 Health Professional
 Name:

Hospital
 Council
 Other (please specify)
 Name:

Feedback

Please rate the following by placing a tick (✓) in the most appropriate box

	Very Good	Good	Poor	N/A
How was the attitude / helpfulness / knowledge of our office / sales staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How appropriate was the delivery or installation timeframe?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How was the attitude and appearance of delivery personnel / installer?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate the equipment set-up and the clarity of instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate the workmanship of the installer?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate the tidiness of the installer during and after the job?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how would you rate your dealings with Endeavour Industries?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you recommend Endeavour Industries to family or friends?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please write any further comments / suggestions or general feedback below.

Would you like to be contacted about the feedback provided in this survey Yes No

Contact Details

**Thanks for sharing your 'Endeavour Industries' experience with us.
We appreciate you taking the time to complete this survey.**

Fax or email this form to Endeavour Industries:

Fax: (03) 9702 3465

Email: sales@endeavour-ind.com.au