



Customer Satisfaction Form

We, Bangkok Crystal would appreciate your assistance and any suggestions on how we can improve our service to you. Please kindly evaluate your satisfaction, and please kindly return to us before 30 September .

Please rate the following items by mark “ X “ on the line in front of each number (rate). A rating of 'Completely Unsatisfied' or ‘1’ indicates your expectations were not met at all; a rating of 'Exceeded Expectations' or ‘5’ indicates your expectations were exceeded and perfect . You do not need to sign this form.

STAFF CONTACT

Did you receive polite and cordial assistance?

_____ 5	Exceeded Expectations
_____ 4	Fully Satisfied
_____ 3	Average
_____ 2	Partially Satisfied
_____ 1	Completely Unsatisfied

Was the staff professional?

_____ 5	Exceeded Expectations
_____ 4	Fully Satisfied
_____ 3	Average
_____ 2	Partially Satisfied
_____ 1	Completely Unsatisfied

Did the staff assistance meet your needs?

_____ 5	Exceeded Expectations
_____ 4	Fully Satisfied
_____ 3	Average
_____ 2	Partially Satisfied
_____ 1	Completely Unsatisfied



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ASSISTANCE OR SERVICE

Was the staff timely?

_____ 5	Exceeded Expectations
_____ 4	Fully Satisfied
_____ 3	Average
_____ 2	Partially Satisfied
_____ 1	Completely Unsatisfied

Was the assistance from the staff complete and accurate?

_____ 5	Exceeded Expectations
_____ 4	Fully Satisfied
_____ 3	Average
_____ 2	Partially Satisfied
_____ 1	Completely Unsatisfied

Did the assistance add value to your activity?

_____ 5	Exceeded Expectations
_____ 4	Fully Satisfied
_____ 3	Average
_____ 2	Partially Satisfied
_____ 1	Completely Unsatisfied



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PRODUCT

Overall, how satisfied are you with our glass block?

_____ 5	Exceeded Expectations
_____ 4	Fully Satisfied
_____ 3	Average
_____ 2	Partially Satisfied
_____ 1	Completely Unsatisfied

Please rate your overall opinion about the quality of our glass block :

_____ 5	Exceeded Expectations
_____ 4	Fully Satisfied
_____ 3	Average
_____ 2	Partially Satisfied
_____ 1	Completely Unsatisfied

Compared the quality of our product to other company, they are :

_____ 5	Exceeded Expectations
_____ 4	Fully Satisfied
_____ 3	Average
_____ 2	Partially Satisfied
_____ 1	Completely Unsatisfied

What do you like most about our product? Please explain (optional)

What do you like least about our product? Please explain (optional)



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SHIPMENT

Did you receive the shipment in a timely manner?

_____ 5	Exceeded Expectations
_____ 4	Fully Satisfied
_____ 3	Average
_____ 2	Partially Satisfied
_____ 1	Completely Unsatisfied

Did you satisfy with our package and how the goods were packed?

_____ 5	Exceeded Expectations
_____ 4	Fully Satisfied
_____ 3	Average
_____ 2	Partially Satisfied
_____ 1	Completely Unsatisfied

Use the space bellow to comment on any of the items above or to offer comments and suggestions. Our intent is to meet the expectations of every customer. Your suggestions and comments will help us meet this goal.

Comments:

Use the space below to enter your name, organization, and e-mail address. (optional)

Name: _____

Organization: _____

E-Mail: _____

Thank you for participating in this survey. Your comments and concerns are important to us