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## CUSTOMER SATISFACTION SURVEY

Please take a moment to complete the customer survey. We would appreciate your feedback on four basic areas of performance, which we have targeted for improvement. Your input is a valuable tool in assessing where we stand with regard to continuously improving our service.

Company Name: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_

**At Brandex, we take *Quality* very seriously. How would you rate us on this?**

Excellent     Very Good     Good     Fair     Unacceptable

Please Comment: \_\_\_\_\_  
 \_\_\_\_\_

**We believe in *delivering on time, every time*. How would you rate us on this?**

Excellent     Very Good     Good     Fair     Unacceptable

Please Comment: \_\_\_\_\_  
 \_\_\_\_\_

**Everything starts in *Customer Service*. Where does Brandex stand on this?**

Excellent     Very Good     Good     Fair     Unacceptable

Please Comment: \_\_\_\_\_  
 \_\_\_\_\_

**How would you rate Brandex's *Competitiveness*?**

Excellent     Very Good     Good     Fair     Unacceptable

Please Comment: \_\_\_\_\_  
 \_\_\_\_\_

**\*\*\*\*\* DO NOT WRITE BELOW THIS LINE \*\*\*\*\***

Evaluation of Customer Satisfaction Survey			
Date sent : _____	Date Recd: _____	Customer Satisfied: <input type="checkbox"/> Yes	<input type="checkbox"/> No
Follow up required?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Reviewed by:			
_____	Date: _____	_____	Date: _____
Quality Control		Business Operations	