



**The
Intelligent
Solution**

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Title: <i>Customer Satisfaction Survey Form</i>			
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Customer Satisfaction Survey Form – Part 1

WTI (Wireless Technology, Inc.) strives to provide our valued customers with exceptional service and products. We would appreciate it if you could take a few moments to complete our survey; your response will be kept strictly confidential and will only be used to help us improve our products and services so that we can be a better business partner to you.

Once completed, please fax this form to (805) 339-0932 or email it to HCampbell@wirelesstech.com.

Date:	Customer:
Customer's Department:	Customer's Name:
WTI's Department:	WTI Representative's Name:

Please rate the following:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Sales Representative accessibility	5	4	3	2	1
Sales Representative conduct	5	4	3	2	1
Sales Representative product knowledge	5	4	3	2	1
Sales Representative response time	5	4	3	2	1
Product variety	5	4	3	2	1
Ease of placing orders	5	4	3	2	1
Phone calls returned	5	4	3	2	1
Attentive to questions/problems	5	4	3	2	1
Our ability to assess your needs	5	4	3	2	1
Introduced new products	5	4	3	2	1
Product delivered as agreed	5	4	3	2	1
Accuracy of invoices	5	4	3	2	1
Provided value added service	5	4	3	2	1
Did we meet your expectations	5	4	3	2	1
Quality of product	5	4	3	2	1
Overall quality of service	5	4	3	2	1
Overall customer satisfaction	5	4	3	2	1

Customer Satisfaction Survey Form – Part 2

Please rate each of the following items from (1-Completely Dissatisfied) to (10-Completely Satisfied) in the column to the right of the question and please take a moment to explain your rating so that we can better serve you in the future.

Overall, how satisfied are you with WTI (Wireless Technology, Inc.)?

How would you rate the quality of WTI's products? (Please be as specific as possible)

How would you rate WTI's customer service? Are our employees accessible, helpful, knowledgeable, and friendly?

How are our deliveries? Do you receive them in a timely manner? Are the products packaged safely?

Have you utilized WTI's web site? Was it helpful to you?

Do you use WTI's product manuals and other documentation? Are they helpful to you?

How did you first hear about WTI? (If from a magazine, which one?)

How likely are you to re-purchase from WTI in the future? If asked by a colleague, how willing would you be to recommend WTI as a supplier of quality products?

How can WTI improve its service?

Other comments, complaints or concerns you would like to offer?

Thank you for taking the time to complete this survey.