



# A-1 Servomotor Repair

Serving automated industries since 1982

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## Customer Questionnaire

*We truly value your comments (both positive and negative). Our desire is to continuously improve the complete service we provide you. It is our goal that each experience you have with our company, from telephone support to quality of workmanship, is one characterized by professionalism, courteousness and a true concern for your needs.*

Your Name (Optional) \_\_\_\_\_

Your Email (Optional) \_\_\_\_\_

Your Phone number (Optional) \_\_\_\_\_

- Please contact me
- No need to contact me
- Do not contact me

- 1 Strongly Disagree
- 2 Somewhat disagree
- 3 I did not observe
- 4 Somewhat Agree
- 5 Strongly Agree

### 1. SERVICE

1 2 3 4 5 I am pleased with the quality of workmanship I received in the repair, performance, condition and appearance of the device I sent in for repair.

1 2 3 4 5 NORMAL SERVICE: I am pleased with the turnaround time provided.

1 2 3 4 5 EXPEDITE SERVICE: I am pleased with the turnaround time provided.

1 2 3 4 5 I believe I paid a fair price for the service I received.

### 2. EMPLOYEES

1 2 3 4 5 The employees I interacted with (all phone calls and visits) were courteous, helpful, concerned about addressing my needs and conveyed an overall professional attitude.

1 2 3 4 5 The employees that addressed my technical questions were knowledgeable, helpful, courteous and professional.

### 3. OVERALL

1 2 3 4 5 I will use A-1 Servomotor Repair for my future servo repair needs.

1 2 3 4 5 I will recommend A-1 Servomotor Repair to others in need of servo device repair.

### 4. YOUR THOUGHTS

What area(s) could we change to better serve you?

\_\_\_\_\_

What did you like most about our service?

\_\_\_\_\_

Additional comments:

\_\_\_\_\_

**THANK YOU FOR TAKING TIME TO HELP US SERVE YOU BETTER**

**Please return via fax: 972-313-1341**