

Customer Satisfaction Survey



1. Please mark which best describes the **Service** you have received?
 Efficient Satisfactory Needs improvement
2. Please mark which best describes the **Pricing** of your products you have purchased?
 Competitive Average Expensive
3. Please mark the level of **Responsiveness** that you received from our sales representative?
 Very Satisfactory Satisfactory Somewhat Dissatisfied
4. Please mark which best describes the **Quality** of products received?
 Good Average Poor
5. Please mark which best describes our **Professionalism**?
 Good Average Poor
6. Please mark which best describes our **Staff**?
 Very Friendly Friendly Not so friendly
7. Would you **Refer** us to another company?
 Yes No
8. Where do you think we could **Improve** our service?

9. Are our sales representatives **Understanding** of your needs?
 Yes No
10. Is IBE your **Preferred supplier**?
 Yes No
11. Does IBE provide you with the **Complete** corporate and industrial **Supply Solution**?
 Yes No
12. Do you wish to stay **Anonymous** or can we **Contact** you?

Company Name: _____ Contact me Please **Don't** contact me