

Customer Satisfaction Survey

Bin Moosa & Daly Ltd. L.L.C. would be grateful if you could spare a few minutes to complete this Customer Satisfaction Survey. This will help us ensure that our standard of customer care meets and exceeds your expectations whenever possible.

NAME & JOB TITLE	
COMPANY NAME	
DATE	
CONTACT NUMBER	
MOOSA-DALY CONTACT PERSON	

Please rate the following areas on a scale of 1 to 5, with: • 5 being “Excellent / Strongly Agree” and • 1 being “Very Poor / Strongly Disagree”	1	2	3	4	5	Not Applicable
PROFESSIONALISM How would you describe our overall professionalism?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RESPONSIVENESS How do you rate our overall responsiveness? (e.g. Quotations or Technical Submittals received in due time, Phone calls or emails answered promptly)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DELIVERY Do we always deliver on time? Is our delivery service satisfactory?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PRODUCT QUALITY How would you describe our product quality?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PRODUCT RANGE Does our product range meet most of your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SHOWROOM/OFFICE LOCATION Do you find it easy to reach us? Good parking facilities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FUTURE DEALINGS AND REFERENCE Will you purchase again from us in the future and would you recommend Moosa-Daly to your colleagues, friends or business contacts?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

AREAS OF IMPROVEMENT

Please let us know if you have any comments or suggestions.