

feedback

FEEDBACK

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Feedback from our clients is a vital part of our on-going customer service development. Please complete this questionnaire and click the "Submit Form" button for a chance to win one of twenty four bottles of Champagne.

Name:

Company:

Please use the Tab Key to navigate through this form.

1. How much of your printing work do you currently entrust to BCQ? (Use space bar to tick box)

- More than 75%
- More than 50%
- Less than 25%
- None

2. If 'None' please briefly describe why you do not use BCQ Group.

3. a) What do we do that annoys you?

b) What do we NOT do that annoys you?

c) What do we do that impresses you?

4. Now please rate our performance, from 1 to 10 (1=dreadful, 10=wonderful).

- | | |
|---|---|
| <input type="checkbox"/> Delivering to agreed schedule | <input type="checkbox"/> Quality of your account manager |
| <input type="checkbox"/> Keeping you informed | <input type="checkbox"/> Quality of product |
| <input type="checkbox"/> Speed of producing quotation | <input type="checkbox"/> Quality of our service |
| <input type="checkbox"/> Telephone manner of staff | <input type="checkbox"/> Courtesy of staff |
| <input type="checkbox"/> Getting through on the telephone | <input type="checkbox"/> Cleanliness of premises and machinery |
| <input type="checkbox"/> Environmental awareness | <input type="checkbox"/> Ability to contact the required person |
| <input type="checkbox"/> Confidence to handle your work | <input type="checkbox"/> Latest technology |

5. Finally, please tell us what we could do that would most impress you!

Thank you. Now quick, return this using this button **SUBMIT FORM** fast before someone else beats you to your Champagne!

Your email application may offer multiple options for sending the data. Use the default selected. You may then print or discard this PDF.

