

Australian National Couriers - CLIENT FEEDBACK

PLEASE FAX OR EMAIL TO:-

Attention: Greg Corben

gregc@ancouriers.com.au

Fax: (02) 8603 1950

Thank you for your feedback

Feedback from

Account No

Company name

Contact

Telephone

For each question, please apply a rating from the choices below.

Can you please report on recent events as this will enable us to focus on issues that are relatively current.

RATINGS:-

5	4	3	2	1	N/A
Exceptional Always exceeds Expectations	Very Good Always meets and sometimes exceeds expectations	Good Always Meets expectations	Satisfactory Usually meets expectations	Unsatisfactory Rarely meets expectations	Not applicable

How would you rate us on each of the following questions:-

Action	Rating					
<p><u>Reliable on-time delivery</u> Reliability of our on-time pick-up and delivery of your consignment. Our ability to meet promised delivery times.</p>	5	4	3	2	1	N/A
<p><u>Quality of delivery drivers</u> Our drivers ability to deliver your goods efficiently and safely. Our drivers personal qualities; attitude, honesty, dress, communication skills and courtesy.</p>	5	4	3	2	1	N/A
<p><u>Customer Service</u> Professionalism & efficiency of our staff in handling your enquiries. Prompt availability and accuracy of delivery information; including delivery status and proof of delivery. Promptness in returning your phone enquiries</p>	5	4	3	2	1	N/A
<p><u>Action on Problems and complaints</u> Ability, willingness and attitude of our staff when dealing with your queries or concerns. Promptness and attitude of our staff when dealing with lost or damaged goods.</p>	5	4	3	2	1	N/A
<p><u>Telephone Call Centre</u> Promptness of our staff in answering your phone call. Professionalism of our staff in handling your phone call.</p>	5	4	3	2	1	N/A
<p><u>Billing</u> Timeliness, accuracy and reliability of our monthly statement. Professionalism and ability of our accounts staff when dealing with your accounts queries or problems.</p>	5	4	3	2	1	N/A

Would you feel comfortable to recommend Australian National Couriers?

Yes / No