



CLIENT SERVICE SURVEY

PLEASE FAX TO:
Attention: Paul Granger
Company: ANC
Fax: 02 9716 3873
 Thankyou for your assistance

FROM:
Name: _____
Title: _____
Company Name: _____
Telephone: _____

For each question, please apply a rating from the choices below. We would welcome any specific comments you would like to add. We would like you to please report on recent events as this will enable us to resolve issues which are relatively current.

RATINGS:

6	5	4	3	2	1	N/A
Exceptional Always exceeds Expectations	Very Good Always meets and sometimes expectations	Good Always meets expectations	Satisfactory Usually meets expectations	Unsatisfactory Rarely meets expectations	Unacceptable Does not meet expectations	Not applicable or not sufficient usage

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

Action	Rating	Comments
Reliable on-time delivery Reliability of our on-time pick-up and delivery of your consignment. Our ability to meet promised delivery times.		
Quality of delivery drivers Our drivers ability to deliver your goods efficiently and safely. Our drivers personal qualities; attitude, honesty, dress, communication skills and courtesy.		
Customer Service 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		
Action on Problems and complaints 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.		
Telephone Call Centre Promptness of our staff in answering your phone call. Professionalism of our staff in handling your phone call.		
Billing Timeliness, accuracy and reliability of our monthly statement. Professionalsim and ability of our accounts staff when dealing with your accounts queries or problems.		

If you have any queries regarding this process – or if you would like to speak to someone in person, please call Paul Granger, Customer Relationship Manager, on 02 97163900. **Thank you for your assistance**