



Name _____

Company _____

Address _____

Date of Visit _____

Bricking Solutions would like to thank you for your hospitality and cooperation for the evaluation.

We would like to ask you a favor to fill out the following questions so we may improve your experience with our company and our training program. This is a general form and some questions might not apply to your situation or visit.

REPRESENTATIVE:

Who was your representative: _____

Was your representative knowledgeable and answer all your questions: _____

Did the representative leave their contact information behind: _____

Was your customer service representative professional: _____

CUSTOMER SERVICE:

Were you satisfied with the customer service you were provided: (yes or no)

General issues: _____

Technical issues: _____

Maintenance issues: _____

Emergency Issues: _____

Rate your satisfaction with our customer service personnel regarding the following:

| | | | |
|-----------------------------------|------|------|------|
| Knowledge and competence: | Good | Fair | Poor |
| Managing your needs and requests: | Good | Fair | Poor |
| Professionalism: | Good | Fair | Poor |
| Courtesy: | Good | Fair | Poor |
| Friendliness: | Good | Fair | Poor |
| Willingness to help: | Good | Fair | Poor |
| Overall performance: | Good | Fair | Poor |

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What could we do to improve our customer service:

PRODUCT:

How satisfied with our product regarding the following items:

| | | | |
|--------------------------|------|------|------|
| Overall quality: | Good | Fair | Poor |
| Installation experience: | Good | Fair | Poor |
| Usage experience: | Good | Fair | Poor |
| Service Experience: | Good | Fair | Poor |

How often will you use the product:_____

Was the assembly of the product easy:_____

Do you have a clear understanding on how to use the product and the safety features:_____

Have you read the manuals for your product:_____

Are they clear and understandable:_____

Have you had any training for your equipment?_____

Are you interested in training for your equipment?_____

Do you know about the safety upgrades to your equipment?_____

Any Comments: (if you need more space please feel free to use the back)

Thank you for your time.

Hope to see you again soon.

Best regards,

Stacey Rice

Director of Services for BBS Technical Services

a division of Bricking Solutions

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