

Pivotal Data

Customer Satisfaction Survey

Pivotal Data is very interested in your opinions about our products and services. Since a completely satisfied customer is our primary concern, we would greatly appreciate it if you would take some time to fill out the following questionnaire. You can be sure that your opinions do count, and that we will make every effort to meet and surpass your expectations. Thank you!

Shade circles like this: ●

Not like this: ⊗ ⊙

Personal Information

First Name _____ Initial _____ Last Name _____

eMail Address _____

Address _____

City _____ State _____ Zip _____ Phone _____ - _____ - _____

Order Experience

Please mark the response that most closely reflects your opinion.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know / Not Applicable
1. Our catalog is well laid out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Easily found the items I was looking for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. It was easy to use the phone to place my order.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. It was easy to use the website to place my order.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I was treated professionally by Enterprise Product's employees.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. My order arrived in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I received all the items I ordered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. No .items were broken.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The items I received were accurately described in the catalog.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The items were fairly priced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Recommendation

11. How much did you spend? \$1,000 \$2,000 \$3,000 \$4,000 \$5,000 Over \$5,000
12. Would you order from us again? Yes No
13. Would you recommend Enterprise Products to others? Yes No
14. May we contact you to discuss additional items? Yes No