

Customer Satisfaction Survey

Modema needs your opinion and suggestions in order to serve our customers better and to direct their activities. We kindly ask you to fill in form below and send it to us in order to improve our cooperation.

Thanks in advance...

COMPANY NAME : _____

CONTACT PERSON: _____

PHONE NUMBER : _____

E-MAIL ADDRESS : _____

ADDRESS : _____

1. Are you satisfied with our service in general ?

Very satisfied	<input type="checkbox"/>
Partially satisfied	<input type="checkbox"/>
Unsatisfied	<input type="checkbox"/>
Be less than pleased	<input type="checkbox"/>

4. What do you think about our prices after getting our service?

Very high	<input type="checkbox"/>
Little bit high	<input type="checkbox"/>
Normal	<input type="checkbox"/>
Quite low	<input type="checkbox"/>

2. How often do you get the services in our company?

Very often	<input type="checkbox"/>
Often	<input type="checkbox"/>
Sometimes	<input type="checkbox"/>
Never	<input type="checkbox"/>

5. How is our service quality compared to our competitors?

Much better	<input type="checkbox"/>
Almost same	<input type="checkbox"/>
Bad	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

3. What is the reason to choose MODEMA?

Fair price	<input type="checkbox"/>
Qualified products	<input type="checkbox"/>
All of them	<input type="checkbox"/>

6. How do you find MODEMA promotional activities?

Highly enough	<input type="checkbox"/>
Medium enough	<input type="checkbox"/>
Partially enough	<input type="checkbox"/>
Never enough	<input type="checkbox"/>

7. How likely are you to recommend our service to others?

Highly possible	<input type="checkbox"/>
Medium possible	<input type="checkbox"/>
Partially possible	<input type="checkbox"/>
Not possible	<input type="checkbox"/>

10. How did you reach the Modema company?

Internet	<input type="checkbox"/>
Fair	<input type="checkbox"/>
Recommendation	<input type="checkbox"/>

8. Is the information given by our personnel before and after the service enough?

Highly enough	<input type="checkbox"/>
Medium enough	<input type="checkbox"/>
Partially enough	<input type="checkbox"/>
Never enough	<input type="checkbox"/>

11. Would you choose us to work with again?

Always	<input type="checkbox"/>
Often	<input type="checkbox"/>
Sometimes	<input type="checkbox"/>
Never	<input type="checkbox"/>

9. Do you think our company is sufficiently interested in your complaints and requests?

Highly enough	<input type="checkbox"/>
Medium enough	<input type="checkbox"/>
Partially enough	<input type="checkbox"/>
Never enough	<input type="checkbox"/>

Please write your suggestions to serve you better