

Dear Customer:

As the President of Your Peace of Mind, Inc, I want to thank you for giving us the opportunity to service you. Please help us serve you better by taking a couple of minutes to tell us about the service you have received so far. We appreciate your business and want to make sure we meet your expectations.

How often do you call Your Peace of Mind, Inc.?

Please Check

Weekly	
Monthly	
Infrequently	
Never	

What was your last call to Your Peace of Mind regarding?

Please Check

Account Information	
General Information	
Request for work order	
Follow up to welcome packet received	
Other	

How long did it take to completely resolve your problem?

Please Check

The problem was resolved immediately	
Within one day	
Within one week	
Within 10 days	
Within 2 weeks	
The problem is yet to be resolved	

Was your problem handled in one phone call or did it require multiple calls to resolve?

Please Check

One call	
One call with transfers	
Required multiple calls	
Request not yet resolved	

Overall, how satisfied were you with the following service attributes when last speaking with one of our Customer Service Representatives.	Strongly Disagree	Moderately disagree	Neutral	Moderately agree	Strongly agree	Unable to Rate
The representative was courteous						
The representative demonstrated professionalism						
The representative was knowledgeable in helping you						
The representative was responsive to your problem						
The process for getting your concern resolved met your expectations						
Overall satisfaction with the service you received on your most recent call to Your Peace of Mind, Inc.						

Please comment on any aspects of the call that were less than positive or exceeded your expectations.

What suggestions do you have for improving our Customer Service?

Please describe your overall satisfaction with Your Peace of Mind, Inc.?

Please Check

Satisfied	
Somewhat Satisfied	
Neutral	
Somewhat Dissatisfied	
Dissatisfied	

Please provide any additional comments or suggestions you may have so we may better service you in the future.

Would you like me to contact you regarding your most recent experience with Your Peace of Mind, Inc.

Name _____ Address _____

E-Mail _____ Phone _____

Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing service to you in the future.

If you have any comments or concerns about this survey, please do not hesitate to contact me.

Sincerely,

Glynis McBain, President
Your Peace of Mind, Inc.