

Customer Survey Questionnaire

Air and Ground Aviation Limited always strives to ensure that the product and service supplied meets or exceeds expectations and with this in mind, we would ask you to take the time to complete this brief questionnaire.

What is your overall level of satisfaction with the Air and Ground Aviation service experience?

- Very dissatisfied
 Dissatisfied
 Unsure
 Satisfied
 Very satisfied

How long did you have to wait before receiving a response to RFQ?

- Same day
 Within 24 hours
 Between 2-3 days
 4 days +

On average how long does it take to get a resolution to a problem?

- Immediate resolution
 Within 24 hours
 Between 2-3 days
 4 days +

How many times do you have to contact customer services before a request is resolved?

- Not at all
 Once
 Twice
 3 times +

Please rate the following questions on a scale of 1 – 5, where 1 represents POOR and 5 represents GOOD:

Are deliveries received within the lead-times quoted?

How do you rate response times for your requirements?

How would you rate the discrepancy and returns process?

What is the likelihood of undertaking further business with us?

- Not sure
 Worse, based on performance
 About the same
 Better, based on performance

Any other comments you would like to make? / If you were less than satisfied, what could have been done to serve you better?

Company/Address: _____

Name of Person Completing Questionnaire: _____

Position in Company: _____ Date: _____

Air and Ground Aviation operate an “Employee of the Month” award. If there is a particular member of staff who you would like to nominate, please indicate below:

Name _____ **Reason for Nomination (optional)** _____

We would like to thank you for your feedback and assure you that your comments will be used to improve our service - **Please return via fax +44 (0) 1889 270756 or email office@airandground.com**