

Repair Customer Survey

Thank you for participating in the BTI Customer Survey. The survey should take less than five minutes of your time to complete. Click "Print Form" to print for faxing or "Submit by Email" button to submit the survey electronically. Please note that names or individual comments will not be released.

1. Customer Information

Name:	_____	Telephone/Ext:	_____
Company/Affiliation:	_____	Fax:	_____
Department:	_____	E-mail:	_____
Address:	_____	Service Provided:	_____

2. Customer Satisfaction

Repair

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
1. How satisfied are you with the solutions offered by the repair performed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. How satisfied are you with turn-around time of the repair?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. How satisfied are you with the quality of the repair?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. How satisfied are you with the costing of the repair?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Rate your overall satisfaction with the repair performed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Would you recommend BTI as a repair provider?					

Sales Technical Support

7. How satisfied are you with the responsiveness of the BTI's Repair Department?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. How satisfied are you with the knowledge of BTI's Repair Department?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. How satisfied are you with the documentation of BTI's Repair Department?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Company

10. Rate your overall satisfaction with BTI's Repair Department.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Overall, how satisfied are you with Bubble Technology Industries as a company?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Would you recommend Bubble Technology Industries as a company?					

How did you find us?

Past Customer
 Internet
 Recommendation
 Other

How can we serve you better?
