

# Sales 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:** \_\_\_\_\_

**Company/Affiliation:** \_\_\_\_\_

**Department:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Telephone/Ext:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

**Product Purchased:** \_\_\_\_\_

## 2. Customer Satisfaction

### Product

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
1. How satisfied are you with the solutions offered by the product provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. How satisfied are you with delivery time of the product?	<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 product?	<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 product?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Rate your overall satisfaction with the product provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Would you recommend BTI as a product provider?					

### Sales Technical Support

7. How satisfied are you with the responsiveness of the BTI's Sales 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 Sales 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 Sales 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 Sales 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?

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