

CUSTOMER QUESTIONNAIRE



As you have recently purchased Timberline children's play equipment, I would appreciate your kind assistance in completing the following questionnaire to help our company in its efforts to continually improve both our products and overall customer service. This information is very important to us as it gives direct feedback as to where both our present strengths and weaknesses lie, as we can then identify what necessary actions need to be taken.

Your replies will be treated in the strictest confidence (you are not obliged to "identify yourself") but if there is an issue which you would like us to act upon or discuss, then please fill out the contact details below.

Thank you in advance for your co-operation in this matter and for selecting Timberline as your supplier of play equipment.

I look forward to hearing from you.
Simon Fearnough

Name:

School/Co:(if appropriate)

Address

Telephone No:

Installation Date:

Please tick in the appropriate box

Excellent **Good** **Fair** **Poor**

The handling of your initial enquiry?				
The information and overall usefulness of the product literature?				
The sales staff and general assistance?				
The children's play equipment itself?				
The delivery and installation programme?				
The installation teams on site?				
The after sales service?				
Overall appraisal of the company?				
Would you recommend us?	Yes	No	Maybe	

Additional Questions

Why did you buy from Timberline?

What is your opinion about the service Timberline provided for you?

What aspect are you most satisfied with?

Are there any items of equipment you would like to see added to our range?

.....
.....

Can you suggest any improvements we could make to our brochure or website?

.....
.....

How can Timberline be of better service in the future?

.....

Would you like us to forward our brochure to a friend or colleague:

Name

School/Co:(if appropriate)

Address

.....

..... **Postcode**

PLEASE FAX BACK ON 01246 456000 or RETURN BY POST:

Timberline, Highlands Place, Foxwood Industrial Park, Foxwood Road, Sheepbridge,
Chesterfield, S41 9 RN

TL DELIVERY & INSTALLATION/TEMPLATES/INSPECTION & MAINTENANCE SHEET/CUSTOMER QUESTIONNAIRE