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Customer Satisfaction Questionnaire

At Steve Porter Transport we aim continually to improve our service. To help us do this we would appreciate you spending a small amount of time to complete this questionnaire and return it to our Customer Services department. Thank you.

Customer name: Address:	Contact: Telephone: Fax: Email:		
Please indicate, by entering a tick in the boxes, how much you agree or disagree with the following statements			
	Agree	No opinion	Disagree
I find SPT telephone staff are polite and helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I find SPT delivery/collection staff are polite and helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My freight is always delivered on time and without problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My freight enquiries are dealt with to my satisfaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My complaints are dealt with to my satisfaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I am happy with the service I receive from SPT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Please give us any other comments you may have about our service			
Completed by:	Signature:	Date:	