



Bell Plumbing Ltd

Plumbers and Drainlayers

SERVICING
MT MAUNGANUI & TAURANGA
SINCE 1939

CUSTOMER SURVEY

We'd like your feedback!

You recently dealt with our company. We are always looking to improve our customer care so please take a moment to evaluate your experience with Bell Plumbing.

When you've completed this survey, please post back to us in the enclosed postage-paid envelope.

Thank you for your time.

BE IN TO WIN A \$100 GIFT VOUCHER. Return your survey and we will put you in a monthly draw to win a \$100.00 Supermarket Voucher. (Conditions Apply)

Full Name:..... Phone Number(s):.....

Service Persons Name:.....

CUSTOMER SERVICE

How would you rate our service call centre?

- Excellent
- Good
- Average
- Poor

How would you rate our time of response to your enquiry?

- Excellent
- Good
- Average
- Poor

How would you rate communication regarding your service job?

- Excellent
- Good
- Average
- Poor

SERVICE PERSON

Did our Plumber/Drainlayer Introduce themselves?

- Yes
- No

Was our Plumber/Drainlayer readily identifiable?

- Yes
- No

How would you rate our Plumber/Drainlayers attire?

- Excellent
- Good
- Average
- Poor

Was our Plumber/Drainlayer (Please tick more than one if required)

- Professional Helpful
- Knowledgeable Pleasant/Respectful

How would you rate the Plumber/Drainlayer's service overall?

- Excellent Good
- Average Poor

Additional comments – How could we improve our customer care?

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