

Customer Service Survey



ART Security Pty Ltd
info@artsecurity.com.au
www.artsecurity.com.au

Date: _____ Client No.: _____

Client: _____

Address: _____

Is the security system performing to your satisfaction? Yes No

Please tick the box you feel best describes the performance of our company:

| | Excellent | Good | Average | Fair |
|-------------------------|------------------|-------------|----------------|-------------|
| First Impression | | | | |
| Polite Approach | | | | |
| Clear explanation given | | | | |

Please tick the box you feel best describes your contact with our Consultant in terms of:

| | Excellent | Good | Average | Fair |
|----------------------------|------------------|-------------|----------------|-------------|
| Punctuality | | | | |
| Politeness | | | | |
| Professionalism | | | | |
| Confidence | | | | |
| Product Knowledge | | | | |
| Honesty | | | | |
| Respect to you/your family | | | | |
| Clear explanation | | | | |
| Answers to your questions | | | | |

What do you believe is the best feature of ART Security?

Have you since contacted ART Security regarding your security system? Yes No

If Yes, how would you describe the service?

If you were to make one suggestion on how we could improve any aspect of our services, what would it be?

Would you feel happy recommending us to people or purchasing from us in the future?

Any further comments?

We appreciate you taking the time to fill in this survey

Please download a Rewards Certificate from www.artsecurity.com.au under My Account/Forms for your benefit



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