

Company Uranus ConsultingContact HASSEL KUTZNEROrder ref. 13903E-mail AGC@ur

As customer of Partford we would like to assess the service we provide to you by placing a cross in each of the following points. Your answer is crucial so that we can give an even better service.

	Excellent	Good	Fair	Very Poor	No opinion / Not applicable
Service Effectiveness (Visit time, friendliness and courtesy, suitable housing)	☐	☐	☐	☒	☐
Commercial Assistance (Occurrence in the elaboration of proposals, availability for information, clearness information provided, fast troubleshooting)	☐	☐	☐	☒	☐
Administrative Assistance (Accuracy in the elaboration of the bill, availability information for)	☐	☐	☐	☒	☐
Technical Assistance (Prevention / breakdown location time, quality of service, value for money, trouble shooting)	☐	☐	☐	☒	☐
Reliability expectations (Response time to call, the company's flexibility, adaptability to experienced)	☐	☐	☐	☒	☐
Anonymous resolutions - Complaints (Outcome, Response Time)	☐	☐	☐	☒	☐

	Excellent	Good	Fair	Very Poor	No opinion / Not applicable
What is the degree of satisfaction regarding our products / services	☐	☐	☐	☒	☐
Do you recommend our services and products?				☒	☐
Please indicate any suggestions that might improve our services <u>Very Good And Quality Work.</u>					

Thank you for your time

Your feedback will help us to improve our performance

Customer Signature / Stamp:

