



## CUSTOMER FEEDBACK FORM

We welcome your feedback and comments on the service provided by \_\_\_\_\_  
\_\_\_\_\_ who is a member of the Hire and Rental Industry Association Ltd.

Your time is much appreciated and the information provided helps to assist us in ensuring we continue to provide our customers with the best equipment and service possible. All information received will be treated in the strictest of confidence in accordance with HRIA Privacy Policy.

### Your contact details: (optional)

Name:

Address:

Mobile:

Email Address:

Ratings:    1 - Very Poor    2 - Poor    3 - Average    4 - Good    5 - Very Good

#### Q1. Customer Service:

1   2   3   4   5

How would you rate the overall standard of customer service?

#### Q2. Staff:

a) Did you find our staff helpful?

b) Did our staff understand the job you required the equipment for?

c) Was the staff willing to assist and offer solutions?

d) How would you rate our service ethic?

#### Q3. Equipment:

a) In your opinion was the equipment safe?

b) Ready to use?

c) In good working/running order?

d) Achieve the result you were hoping for?

#### Q4. Recommendation:

Would you recommend us to your friends or family?

Yes  No

Why? \_\_\_\_\_

#### Q5. Repeat Business:

Yes  No

Will you hire from us again?

Please add any additional feedback which will help us to serve you better in future. Thank you for your feedback.

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