# Customer Satisfaction Survey

Thank you for using our electrospindle service! To help us understand how your experience was and how we might improve our service, please fill in this satisfaction survey.

**Please rate our ELECTROSPINDLE SERVICE.**

**very satisfied very unsatisfied**

Overall satisfaction with the service 🞏 🞏 🞏 🞏 🞏 🞏

Organization of service 🞏 🞏 🞏 🞏 🞏 🞏

On-time delivery of service 🞏 🞏 🞏 🞏 🞏 🞏

Price of service 🞏 🞏 🞏 🞏 🞏 🞏

**Please rate our SALES PROCESS.**

**very satisfied very unsatisfied**

Availability of hotline resp. sales contact 🞏 🞏 🞏 🞏 🞏 🞏

Technical expertise of contact person 🞏 🞏 🞏 🞏 🞏 🞏

Ability to listen, understand and answer your questions 🞏 🞏 🞏 🞏 🞏 🞏

Promptness of quotation 🞏 🞏 🞏 🞏 🞏 🞏

**Please rate our SERVICE TEAM.**

**very satisfied very unsatisfied**

Courtesy and friendliness of staff 🞏 🞏 🞏 🞏 🞏 🞏

Outward appearance of staff 🞏 🞏 🞏 🞏 🞏 🞏

Knowledge of the FIDIA products on site 🞏 🞏 🞏 🞏 🞏 🞏

Technical quality of the work carried out on site 🞏 🞏 🞏 🞏 🞏 🞏

**Do you have any other COMMENTS about our service?**

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**Thank you! Your opinions will help us to serve you better.**

Please return this questionnaire in the self-addressed, postage-paid envelope to:

FIDIA S.p.A.

Corso Lombardia, 11

10099 San Mauro Torinese (Italia)