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Providing Exceptional Quality Since 1901

Customer Survey

Please answer the following using a scale of 1 to 5 (1 = poor 5 = very good)	Score
Customer Service	
Are your calls answered in a courteous and professional manner?	
Are your inquiries, order status, or product questions answered promptly?	
Are your inquiries answered to your level of satisfaction the first time?	
Product	
How satisfied are you with Hanna's pricing?	
How satisfied are you with Hanna's delivery?	
Was the quality of the product to your expectation?	
Are problems with delivery or quality resolved in a timely fashion?	
Marketing / Sales	
Does Hanna's outside sales force keep informed with your requirements?	
Do our catalogs and website provide you with the information you need?	
How would you compare us against other cylinder suppliers?	
Total	

Would you like your Hanna sales representative to contact you? (Yes / No)
 If so, please provide your name and phone number below.

Do you communicate with Hanna primarily through an Inside Sales Rep or Outside Sales Rep?
 (Inside Rep / Outside Rep)

Who is your primary contact for Hanna Cylinders? _____

Would you be interested in getting a newsletter or other communications from Hanna? (Yes / No)

Have you seen our website? (Yes / No) If so, do you have recommendations for improvement?

Additional comments

Prepared By (optional)

Company Name	Signature	Title
Phone	Date	