

# AmSan Customer Survey

Please forward to [Gkashmanian@amsan.com](mailto:Gkashmanian@amsan.com) or fax to 617-884-0281 no cover page needed.

Thank You

Please let us know who you are and if you would like us to respond back to you...

Name \_\_\_\_\_

Company \_\_\_\_\_

Phone No. \_\_\_\_\_

## How are we doing?

Circle ONE number that best represents your satisfaction with each of the following service areas.

Strongly Dissatisfied	Very Dissatisfied	Satisfied	Very Satisfied	Strongly Satisfied
1	2	3	4	5

### Ease of doing business 1 2 3 4 5

How satisfied are you with the ease of working with AmSan? *(This may include factors such as ordering, delivery timing, backorders, and invoicing.)*

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Product Selection 1 2 3 4 5

How satisfied are you with the product lineup available to you from AmSan? *(This may include factors such as quality, assortment, availability, and cost.)*

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Customer service

1 2 3 4 5

How satisfied are you with the people you speak to when you call or contact AmSan? *(This may include factors such as responsiveness, accuracy, ability to follow through and generally helpful.)*

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Driver/Deliveries

1 2 3 4 5

How satisfied are you with the person who delivers your orders? *(This may include factors such as being prompt, courteous, and trustworthy.)*

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sales Representation

1 2 3 4 5

How satisfied are you with the account manager who handles your account locally? *(This may include factors such as responsive, trustworthy, knowledgeable, willingness to resolve problems or issues)*

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Equipment Repair

1 2 3 4 5

How satisfied are you with our Equipment Repair department? *(This may include factors such as quality, cost, performance, speed)*

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

On Line Capabilities (Eaccess)

1 2 3 4 5

How satisfied are you with our new Eaccess system? *(This may include factors such as Ordering, Budgeting, retrieving Invoices, MSDS and POD's?)*

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Overall Satisfaction

1 2 3 4 5

In general, how satisfied are you with AmSan? If you could change or have something what would it be?

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you need someone from AmSan to contact you? YES NO

Thank you for taking the time to complete this survey! We value you as a customer and look forward to working with you in the future.

Please add any other notes or thoughts on how we can improve our service to you.