CUSTOMER SATISFACTION SURVEY

|  |  |  |  |
| --- | --- | --- | --- |
| **Project:** | Click or tap here to enter text. | **Date:** | Click or tap here to enter text. |
| **Customer:** | Click or tap here to enter text. | **Customer Name:** | Click or tap here to enter text. |

General Crane Services (WA) continues to seek ways of improving the quality of it’s services. Please take a few minutes to answer the following questions; your feedback will assist us in ensuring General Crane Services (WA) continue to deliver high level of customer service and satisfaction in future.

**Please rate us on the following attributes:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **V.GOOD** | **GOOD** | **AVGE** | **POOR** | **V.POOR** |
| Pre-job planning and execution |  |  |  |  |  |
| Professionalism of work crew (operators, riggers etc) |  |  |  |  |  |
| Professionalism of Supervisors and Managers |  |  |  |  |  |
| Productivity of work crew |  |  |  |  |  |
| Safety standard of the work crew |  |  |  |  |  |
| Standard of equipment and materials used |  |  |  |  |  |
| Lift and/or equipment documentation (certificates etc) |  |  |  |  |  |

In a few words please comment on:

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| 1. Overall communication from General Crane Services employees |
| Click or tap here to enter text. |

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| 1. Telephone answering and booking procedure from our Fleet Controller |
| Click or tap here to enter text. |

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| 1. Office administration – invoicing issues, creditor, debtor payments |
| Click or tap here to enter text. |

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| 1. Areas General Crane Services excel in |
| Click or tap here to enter text. |

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| 1. Areas General Crane Services can improve on |
| Click or tap here to enter text. |

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| --- |
| 1. Additional comments |
| Click or tap here to enter text. |
| Click or tap here to enter text. |

Please forward to [operations@gcswa.com.au](mailto:operations@gcswa.com.au) upon completion – thank you.