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
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| Click or tap here to enter text. |

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| 1. Telephone answering and booking procedure from our Fleet Controller
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| 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. |

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

Please forward to operations@gcswa.com.au upon completion – thank you.