



Manufacturers and Installers of Synthetic Riding Surfaces

As part of our ongoing commitment to customer service and product development, we would appreciate if you could take a few moments to complete the following short questionnaire. All completed forms will go into our monthly draw for a bottle of champagne.

INITIAL CONTACT

(5 being highest)

- 1. How easy was it to contact sales staff in our office? 5 4 3 2 1
- 2. How informative were the staff when you called? 5 4 3 2 1
- 3. Was the quotation received in a timely manner? 5 4 3 2 1
- 4. Was the quotation easy to read/follow/understand? 5 4 3 2 1

SITE VISITS

- 5. Did you have a site visit? Y N
- 6. If yes, was the member of staff knowledgeable, helpful and informative? 5 4 3 2 1
- 7. Did you find the time between your visit and receiving your quotation acceptable? 5 4 3 2 1

ORDERING

- 8. How easy did you find the ordering process? 5 4 3 2 1
- 9. Did the scheduling of deliveries meet your deadlines and expectations? 5 4 3 2 1
- 10. Were the lorry drivers polite and helpful? 5 4 3 2 1
- 11. On receiving your surface, did it meet your expectations? 5 4 3 2 1
- 12. If you used our groundworkers, how would you rate them? 5 4 3 2 1

FOLLOW-UP SERVICE & GENERAL APPROACH

- 13. Did you find the surface laying instructions and maintenance guidelines clear? 5 4 3 2 1
- 14. Would you recommend us to friends? 5 4 3 2 1
- 15. Can we use your name as a reference site? Y N
- 16. Has any member of staff stood out with their delivery of service? Name: _____
- 17. Any other comments or ideas you would like to add? (please use separate sheet if necessary)

As part of our standard service, we will contact you periodically to check the performance of the surface.

Please tick if you are happy for us to do so.