**Customer Questionnaire**

Name of Customer

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| --- |
|  |

Hello Valued Customer,

To enable Flair continuously to appease our expectations from our customers we would most welcome your feedback, we will analyse this to continuously adapt our manufacturing process, and our train our employees to improve our internal processes.

**Enquiries / Customer Service**

HOW WOULD YOU RATE THE INFORMATION PROVIDED BY OUR PRODUCT LITERATURE OR WEBSITE?



PLEASE RATE THE RESPONSE TO ANY QUIERIES YOU HAD RAISED.



HOW WAS ANY EXPERIENCE YOU HAD WITH CUSTOMER SERVICE?



**Manufacturing / Production**

EXPERIENCE OF ORDERS QUOTES RETURNED IN A TIMELY MANNER?



EXPERIENCE OF ORDER CONFORMATIONS RETURNED?



EXPERIENCE OF INQUIRIES ANSWERED CLEARLY AND PROFESSIONALLY?



EXPERIENCE OF REQUIREMENTS TO LEAD TIMES PER ORDER?



EXPERIENCE OF THE QUALITY OF PRODUCT(S) PRODUCED?



**Shipping / Delivery**

HAVE YOUR ORDERS BEEN DELIVERED ON TIME AND IN FULL?



DID OUR DELIVERY DRIVERS MEET YOUR EXPECTATIONS AND REPRESENT FLAIR IN A PROFESSIONAL MANNER?



WERE ALL ACCOMPANYING PAPERWORK CORRECT?



WHAT DID YOU LIKE BEST ABOUT YOUR EXPERIENCE WITH FLAIR?



WHAT DID YOU LIKE LEAST ABOUT YOUR EXPERIENCE WITH FAIR?



WOULD YOU RECOMMEND FLAIR TO OTHER INSTALLERS?



IF YOU ARE REORDERING DO YOU ANTICIPATE YOUR VOLUMES TO INCREASE, DECREASE, OR STAY THE SAME?



WOULD YOU LIKE A REPRESENTITIVE OF FLAIR TO CONTACT YOU?



ANY OTHER COMMENTS?



Thank you for taking the time to help us.

Team Flair.