



## ED PUBS



# EXTERNAL CUSTOMER SATISFACTION SURVEY

*You recently contacted our ED PUB's customer service department and we want to be sure that you're satisfied with the outcome of your order. Please complete this short survey.*

*Your feedback will be used to improve our service.*

## RESPONSE TIME

**1** During your most recent order with ED PUB's, how did you place your order?

- Phone
- Email
- Mail
- Fax

**2** If your order was made by phone, about how long did you have to wait before speaking to a representative?

- My call was answered immediately
- within 3 minutes
- 5-10 minutes
- more than 10 minutes

**3** The customer service representative handled my call quickly.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

**4** How would you best describe the ordering process over the phone?

- Quickly processed my order without problems
- Kept me waiting on hold at one period during the call
- The representative had to ask someone for assistance with my order
- Other

## KNOWLEDGE OF YOUR SERVICE REPRESENTATIVE

**5** The customer service representative was very knowledgeable of the product(s) I needed

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

*Thank you for taking the time to complete our survey!*

**6 How did the customer service representative handle any questions or concerns regarding your order?**

- A good solution was provided
- I was given incorrect information
- The customer service representative did not understand my question
- The customer service representative could not solve my problem

**CHARACTERISTICS OF YOUR CUSTOMER SERVICE REPRESENTATIVE**

**7 How well do each of the following words describe your customer service representative?**

	Very Well	Well	Not at All
<b>Patient</b>			
<b>Enthusiastic</b>			
<b>Listened Carefully</b>			
<b>Friendly</b>			
<b>Responsive</b>			
<b>Courteous</b>			

**8 My overall ordering experience was:**

- Excellent
- Good
- Fair
- Poor

*Public Burden Statement*

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**Thank you for taking the time to complete our survey!**

*reference the OMB Control Number 1800-0011. Note: Please do not return the completed ED PUB's Customer Satisfaction Survey to this address.*

***Thank you for taking the time to complete our survey!***