



PLEASE TELL US WHAT YOU THINK!

How are we doing?

Date: _____

Building long term relationships, providing top notch service, and delivering quality products is the basis for our reputation and we strive to excel each time, every day. Were we successful in helping you? We would like to know, which explains why we sent this survey. Please take a minute to fill it out and fax it back to us (732-248-1445) or download this brief questionnaire from our website: www.gamka.com and return it by e-mail.

On a scale of 1 to 10 with 10 representing "Completely Satisfied" and 1 standing for "Very Dissatisfied", please note your rating on the line to the right of the question. If "Not Applicable" jot down "NA" instead.

Score

- 1) Salesperson's product knowledge, helpfulness, and courtesy: _____
- 2) Helpfulness, knowledge, and courtesy of other Gamka personnel: _____
- 3) Condition of the new or rental equipment: _____
- 4) Condition of material, supplies, parts, or completed repair: _____
- 5) Did you receive your delivery when promised: _____
- 6) Did equipment, material or supplies perform as expected: _____
- 7) Invoice accuracy and clarity: _____
- 8) How any problems were handled: _____
- 9) To sum it all up, how satisfied were you with Gamka: _____
- 10) Gamka supplied the following product or service: _____
If something wasn't up to your standards, please explain:

11) With respect to the following areas, how does Gamka measure up compared to your other vendors?

Put an X on the rank you select.	<u>Gamka is better than others:</u>	<u>Gamka is equal to others:</u>	<u>Gamka is worse than others:</u>
a) Sales, Service or Parts Dept. performance:	_____	_____	_____
b) Meeting commitments:	_____	_____	_____
c) Invoicing:	_____	_____	_____
d) Problem resolution:	_____	_____	_____
e) Overall performance:	_____	_____	_____
f) Who else do you buy from and why? _____			

12) Your Name: _____, May we call you (and best time)? _____

Company: _____ Project Name: _____

City: _____, State: _____, Zip: _____

Phone #s: Office _____, Cell _____