COMPANY LOGO

A Post Event Questionnaire

We are continually looking at ways in which we can improve our customer service to you, so we would be grateful if you could take a couple of minutes to complete this Post Event Survey. If you could provide honest and open feedback on your recent experience of working with us, we will use your comments constructively in improving our ongoing service standards.

Once you have completed the survey, simply press 'send'. Should you wish to discuss any issues in further detail please contact: Mary Jane, Customer Services Manager via Mary.Jane@companydomain.com or 09555 819317.

B Your Information:

1. **Please enter your name:**

2. **Company Name**

3. **Email Address:**

4. **Contact Telephone Number:**

Please remember to include the area or international dialling code and please do not leave any spaces between the digits.

C About Your Event:

1. **Event:**

Please enter the name or type of event being evaluated.

2. **Date of Event:**

Please enter the start date of your event. If you wish to evaluate a series of events please enter the date of the first or most recent event here.

Comment [M1]: We would recommend having a separate paragraph.

Comment [M2]: Since completing the survey automatically submits the responses we recommend that this statement be removed completely or at least changed so that it refers to the final 'Submit' button.

Comment [M3]: We would recommend making this an international format telephone number.

Comment [M4]: To improve response rates we recommend that you consider having some incentive for completing the survey, prize draw for example. This is not essential merely a consideration.

Comment [M5]: You may want to consider including a statement that indicate as to on average how long you expect it will take your customers to complete the survey.

Comment [M6]: We recommend that you consider making a privacy statement as to what the respondent's details supplied here will be used for.

Comment [M7]: We recommend that this field be made longer. (50)

Comment [M8]: We recommend that this field be made longer (50)

Comment [M9]: We recommend that this field be made longer (50)

Comment [M10]: We recommend that this field be made longer (50)

Comment [M11]: We recommend that this field be made longer (80).We would also like to have some examples as to what sort of answers would be expected to be entered against this question.

3. Does this review apply to more than one event?

- ○ Yes
- ○ No

D Your Review:

1. What do you think of our response to your initial enquiry?

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Poor

2. How did our quotation/proposal compare to others you received?

Please choose one response for each area.

	Excellent	Good	Average	
Speed of Response	☐	☐	☐	☐
Presentation	☐	☐	☐	☐
Accuracy of your requirement	☐	☐	☐	☐
Competitiveness	☐	☐	☐	☐

3. What was the most important factor to influence your choice of supplier?

Please use the free text box below if none of the responses shown here apply.

---- Select Answer ---- ▼

4. Other Factor:

Please enter your most important factor here if you have not selected from the list above.

5. How would you rate the following?:

			Average	
Our Account Manager/Director	☐	☐	☐	☐
Our Site Personnel	☐	☐	☐	☐
The equipment supplied	☐	☐	☐	☐

6. Did any one member of staff stand out?