

Customer Satisfaction Survey

We truly value your feedback and would ask that you please take a few minutes and complete the following survey in order to assist us with serving you better. Your opinions are greatly appreciated.

Store Name: _____ Store Number: _____

Address: _____

Contact Name: _____ Date Completed (dd/mm/yy): _____

STATEMENT	EXCELLENT	GOOD	AVERAGE	FAIR	POOR	N/A
Overall, my experience with Dovre Imports is?						
Overall, Dovre's customer service is?						
DESIGNATED SALES ASSOCIATE / TERRITORY MANAGER						
His/her ability to respond to my requests in a timely manner is?						
His/her energy, attitude and willingness to help is?						
His/her ability to answer my questions is?						
His/her knowledge of Dovre's products/services is?						
His/her ability to offer advice that positively contributes to my business is?						
His/her overall professionalism is?						
OFFICE STAFF						
The responsiveness to my inquiries is?						
The level or professionalism in the Dovre office is?						
WAREHOUSE / DISTRIBUTION						
The accuracy of orders received is?						
Dovre's ability to get my order to me when I expect it to arrive is?						
The condition of my order when it arrives is?						
PRODUCT OFFERING						
The quality of the products offered is?						
The diversity of the product offering is?						

What could we do to improve? _____

General Comments: _____

Please return completed surveys to us by:

All completed surveys returned to Dovre by July 31st, 2012 will be entered in a draw for \$50 of Dovre Credit!!	MAIL TO: DOVRE IMPORT & EXPORT LTD 13931 Bridgeport Road Richmond, BC V6V 1J6	FAX TO: 604-234-4546	THANK YOU FOR YOUR CONTINUED SUPPORT
		EMAIL TO: reception@dovreimport.com	