



Please Let Us Know How We're Doing

Commercial Services Inc would like to offer you a **\$25.00** gift certificate toward your next service call when you complete the survey below and return it to us!

Mail completed form to: CSI Commercial Services Inc., 18330 Edison Ave., Chesterfield MO 63005
or fax to: (636) 519-7997

Before

- Was your call to CSI answered promptly? Satisfied Average Dissatisfied
- Was your call handled with courtesy? Satisfied Average Dissatisfied
- Was our staff member considerate of your time & schedule? Satisfied Average Dissatisfied
- Ability to listen understand and answer your question? Satisfied Average Dissatisfied
- Ease of scheduling your service call? Satisfied Average Dissatisfied
- If your call was placed after hours, how was the response time? Satisfied Average Dissatisfied
- Did we fulfill the commitments made to you on the initial call? Satisfied Average Dissatisfied

During

- Promptness? Satisfied Average Dissatisfied
- Upon arrival, was the CSI technician well prepared? Satisfied Average Dissatisfied
- Knowledge of equipment? Satisfied Average Dissatisfied
- Communication with you? Satisfied Average Dissatisfied
- Cleanliness? Satisfied Average Dissatisfied
- Technician's overall service? Satisfied Average Dissatisfied

After

- Do you feel your service needs were handled in a professional and timely manner? Yes No
- Was the invoice you received clear, concise and prompt? Yes No
- Did CSI satisfy all commitments made to you? Yes No
- Would you refer CSI to other companies? Yes No
- Are there any other services you would like to see CSI offer? Yes No
- If yes, what would you suggest? _____

Name: _____
 Date: _____
 Address: _____
 Telephone: _____
 Fax: _____

Location: _____
 CSI Work Order: _____
 CSI Service Technican: _____
 CSI Follow Up By: _____