



**LANDERS APPLIANCE**

7032 Golden Ring Road  
Baltimore, MD 21237  
410-682-3232  
Fax: 410-682-5952

**Customer Satisfaction Survey**

Fax form to: 410 682-5952 or Fold & Mail or E-mail [dlanders@landersappliance.com](mailto:dlanders@landersappliance.com)

Scale:

- 5=Completely Satisfied    4=Mostly Satisfied
- 3=Somewhat Satisfied    2=Mostly Dissatisfied
- 1=Completely Dissatisfied

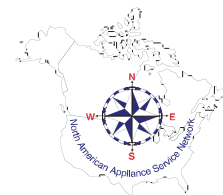
- |  |     |   |   |   |    |
|--|-----|---|---|---|----|
| 1. Was your call answered in a friendly, helpful and efficient manner?   | 5   | 4 | 3 | 2 | 1  |
| 2. Was your service appointment convenient for you?  | 5   | 4 | 3 | 2 | 1  |
| 3. Did we repair and/or diagnose your appliance in a timely manner?  | 5   | 4 | 3 | 2 | 1  |
| 4. Was our technician clean, neat, professional and friendly?  | 5   | 4 | 3 | 2 | 1  |
| 5. Did our technician leave the work area and the appliance clean?   | 5   | 4 | 3 | 2 | 1  |
| 6. Was your appliance repaired or diagnosed to your satisfaction?  | 5   | 4 | 3 | 2 | 1  |
| 7. How would you rate your overall experience with our company?  | 5   | 4 | 3 | 2 | 1  |
| 8. Did our technician explain that we service all types of appliances and/or ask if any other appliances need attention? | Yes |   |   |   | No |
| 9. Did our technician leave you a sticker, magnet or business card?  | Yes |   |   |   | No |
| 10. Would you use our company again and recommend us to others?  | Yes |   |   |   | No |

Was there an employee who was especially helpful? If so could we have their name \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How were you referred to our company? :

- Family/Friend     Previous Customer     Yellow Pages     Retailer
- Manufacturer     Internet/Website     - Other \_\_\_\_\_

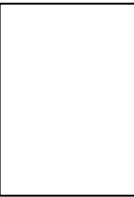
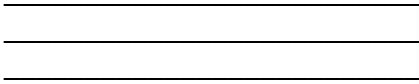


*Raising the standards for appliance service!*

OR complete on-line at [www.LandersAppliance.com](http://www.LandersAppliance.com)

**For office use only:** WO# \_\_\_\_\_ Zip \_\_\_\_\_ Tech # \_\_\_\_\_ CSR/Salesperson \_\_\_\_\_

Fold here



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