



LASER TRANSPORT INTERNATIONAL LTD.

CUSTOMER SERVICE QUESTIONNAIRE

Dear Customer, we would be grateful if you could spare a few moments of your time to complete our Customer Service Questionnaire and return it to us using the enclosed SAE. Thank you.

Please indicate (tick) the appropriate office:

HYTHE [ ] COVENTRY [ ] MANCHESTER [ ] SWINDON [ ]

and grade the quality of our service, by ticking the appropriate box, as follows:

1 = Excellent 2 = Above Average 3 = Average 4 = Below Average 5 = Poor

Grid for rating Transit Times, Staff Responsiveness, Safe Handling of Cargo, Consistency of Service, and Overall Service Quality.

We are committed to delivering a level of service which meets our customer's needs. We would, therefore, be pleased to receive any comments which you feel may assist us in meeting that commitment.

Please feel free to continue overleaf or use a separate sheet of paper.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Company: \_\_\_\_\_ Main Contact at Laser: \_\_\_\_\_

On completion, please return this questionnaire to: The Quality Manager, Laser Transport International Limited, Lympe Industrial Park, HYTHE, Kent. CT21 4LR

For Laser Use Only Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

Action Required:

Notes:

Client No:

Analysis Code/Sales Event No:

