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| --- | --- | --- | --- |
| Company Name: |  | Date: |  |

Dear Valued Customer,

Thank you for selecting WG Henschen and allowing us the opportunity to serve you.  Our goal is to provide top quality and superior service to our customers by utilizing our cutting-edge inventory management system which allows us to track our products both in-house and in-transit.  For us to do even better, we need your help identifying which areas we are excelling in, and which areas need improvement. Please take a moment to rate our customer service with 5 being the highest and 1 being the lowest.

\*To score boxes below, double click the respective box and select the option “Checked” and click OK.

 SCORE

1. Quotation response time: [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1

2. Salespersons knowledge of our products: [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1

3. Pricing competitiveness: [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1

4. On time delivery: [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1

5. Product quality: [ ] 5 [ ] 4 [ ] 3 [ ] 2 [ ] 1

Please provide any comments or suggestions on how we can improve our customer service:

May we use your company name when posting feedback on our company website? [ ] Yes [ ]  No

May we contact you if we have any questions concerning our customer service rating? [ ] Yes [ ]  No

|  |  |  |  |
| --- | --- | --- | --- |
| Contact name: |  | Phone: |  |

Please return via email to your WG Henschen Sales contact or to sales@wghco.com. You may also fax a copy to 480-348-8288.

Sales Contact Name:

Sales Contact email: