

THE METER SHOP, INC.
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Customer Service Feedback

1. When using our company recently, were you please with the level of services you received?

- No, it was very poor
- No, it was unsatisfactory
- It was about average
- Yes it was very good
- Outstanding service

2. Was there anything that particularly stood out about the service experience when using our company?

3. The attitude and general demeanor of the customer service employee was excellent:

- Strongly disagree
- Somewhat disagree
- Neutral
- Somewhat agree
- Strongly agree

4. My call was handled promptly and efficiently:

- Strongly disagree
- Somewhat disagree
- Neutral
- Somewhat agree
- Strongly agree

5. Which of the following statements most accurately describes your experience when you phoned? (please choose all that apply)

- I was kept waiting on hold
- I had to explain my situation several times
- The representative didn't know how to handle my problem
- The representative had to refers to others to solve my problem
- No improvement needed

6. I found the customer service employee to be very well informed on the subject matter:

- Strongly disagree
- Somewhat disagree
- Neutral
- Somewhat agree
- Strongly agree

7. If you have any additional comments, please write them below:

Please Email to: support@metershop.com