



Gift Card if completed.  
See back page for details.

## Customer Satisfaction Survey

At Coastal Chemical we are committed to providing to our customers an easy, hassle-free experience in meeting your janitorial, sanitation and maintenance supply requirements. For us, the key to that experience means giving you the very best customer service. And so that we may continue that level of service, we need your input. Please take a few minutes to complete the following Customer Satisfaction Survey. Your responses will be kept confidential and used to make the Coastal Experience the very best possible.

### Optional

Company Name: \_\_\_\_\_

Name of Person Completing: \_\_\_\_\_ Title: \_\_\_\_\_

Telephone \_\_\_\_\_ Email: \_\_\_\_\_

### 1. How would you rate our performance as a supplier to your organization?

	Poor	Fair	Good	Excellent	N/A
Order accuracy					
Order filled completely					
Timeliness of deliveries					
Helpfulness of delivery personnel					
Prompt pick-up of returns					
Accurate billing					
Ease of understanding invoice & statements					
Prompt issuance of credits					
Customer Service support					
Problem resolution					
Ease of placing orders					
Phone responsiveness, courtesy & listening skills					
Helpfulness of Accounting Department					
Communication					
Your overall satisfaction level					

Is Coastal the only janitorial supply company with whom you deal? Yes \_\_\_ No \_\_\_

If No, how do we rate against the other companies? Poor \_\_\_ Fair \_\_\_ Good \_\_\_ Excellent \_\_\_ N/A \_\_\_

In the past 6 months, how have you ordered from Coastal?

\_\_\_ Phone \_\_\_ Fax \_\_\_ Acct Mgr \_\_\_ On-Line \_\_\_ Email \_\_\_ In-store

Which method do you prefer and why? \_\_\_\_\_

**2. Level that Account Representative or Inside Store Sales Rep meets your expectations.**

	Poor	Fair	Good	Excellent
Is friendly, courteous, and professional				
Is knowledgeable about our products and services				
Is organized regarding my account				
Provides clear answers to my questions regarding my account				
Calls on me enough to meet my needs				
Shows genuine interest in providing solutions to my needs				
Demonstrates "Your success is our focus"				
Provides proactive recommendations				
Provides measurable improvement results for me, such as:				
Potential labor savings				
Cost savings/control				
Rent v. Buy equipment				
Fosters a "Win-Win" relationship with my team				

**3. To what extent are you aware of the following value-added services we provide?**

(1 - Did not know; 2 - Know, but haven't used; 3 - Use occasionally; 4 - Use all the time)

Custodial training	<input type="text"/>	Saturday retail store (open 8am-1 pm)	<input type="text"/>
Website order entry	<input type="text"/>	Major equipment rent/lease	<input type="text"/>
Free delivery	<input type="text"/>	Used equipment sales	<input type="text"/>
Service Department repair	<input type="text"/>	Labor Cost Reduction	<input type="text"/>

**4. What can we start doing to improve the value you receive from Coastal?**

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**5. What should we stop doing that is of no value?**

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**6. Suggestions for a product, product feature or service that Coastal should consider adding to better meet your needs?**

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**7. Is there a person that needs special recognition for exceptional customer focus and satisfaction? If so, please provide a brief description what that person did.**

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We want to know how we are serving you!! \*Receive a **free** \$10.00 Coastal Gift Card upon completion of survey. Return by mail, fax or email.

\*Only one free gift card per account upon completion of all fields of survey. Card is only redeemable for in-store purchases.