

2 Minute Customer Survey

Please help us improve by completing this survey. Thanks!

Name		Title	
Email		Phone #	Date

Please comment on:	Not Applicable	Level of Satisfaction					Level of Importance				
		Very Dissatisfied				Very Satisfied	Not Important				Very Important
		1	2	3	4	5	1	2	3	4	5
Our Staff:	N/A										
Courtesy											
Product Knowledge											
Problem Solving											
Creativity											
Help with Emergencies											
Overall Service											
Our Products:	N/A										
Range of seasonal items											
Range of higher-end items											
Range of lower-end Items											
Quality/Workmanship											
Availability											
Value for Price											
Overall Selection											
The Black & Decker Online e-Store:	N/A										
Ease of Use											
Clarity											
Reliability											
Overall Experience											
The Fulfillment/Delivery:	N/A										
Timeliness											
Accuracy											
Emailed Purchase Confirmation											
Invoicing/Payment details											
Our Communication with you:	N/A										
Email content											
Email frequency											
<i>When can/should we contact you again?</i>											
Our Overall Performance:	N/A										
Did we meet your expectations?											
How would you rate our promo solution overall?											
Comments/Suggestions:											

If the above button does not work, please print and fax to the number below. Thank You!

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