

# Saville Conference & Live Event Services

## Customer Feedback Questionnaire

As part of our commitment to measuring and improving our service, we are asking customers to fill out this short survey regarding your experience with Saville Audio Visual. There is also an area where it would be great if you can include any comments you have about our products and services, that we can take in for future reference. Thank you for your time!

Customer Name	<input type="text"/>
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Rental / Project	<input type="text"/>
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### Satisfaction

Below are some features of our products and services. Using the key as a guide, please select the number that most accurately reflects how satisfied or dissatisfied you were with the service provided, or select N/A if not applicable to you.

**Please select a number between 1 & 5 - with 1 = totally dissatisfied and 5 = totally satisfied**

<input type="text"/>	Were you happy with the enquiry, quoting and administration process?
<input type="text"/>	Rate the punctuality of equipment delivery / installation
<input type="text"/>	Was the installation neat and tidy?
<input type="text"/>	Did the equipment perform well?
<input type="text"/>	Were the technicians smart and presentable?
<input type="text"/>	Were the technicians helpful and knowledgeable?
<input type="text"/>	How likely are you to recommend Saville Audio Visual services in the future?

Ideas for improving our service / Additional feedback

Any other products or services that you would like Saville to be able to provide

