



Bedre Fine Chocolate 2001 West Airline Road Pauls Valley, OK 73075 Phone: (405)207-9320 www.bedrechocolates.com

Customer Satisfaction Survey

Your satisfaction is very important to us. Please take a few minutes to answer the following questions. Feedback you provide on this survey will help us evaluate and improve to better meet your product and service expectations.

1. How would you rate your overall satisfaction with our company?

SELECT ONE ANSWER ONLY.

- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied

2. What do you like most about our company?

SELECT ONE ANSWER ONLY.

- Communication
- Customer Service
- Products
- Quality
- Other(Please write in) _____

3. What aspect of our company could we most improve?

SELECT ONE ANSWER ONLY.

- Communication
- Customer Service
- Price
- Products
- Quality
- Website

4. Who has been your main point of contact at Bedre?

SELECT ONE ANSWER ONLY.

- Customer Service
- Sales Representative
- Website

5. If applicable, how would you rate your level of satisfaction with your sales representative?

SELECT ONE ANSWER ONLY.

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied

OVER →

6. Was there ever an issue with your order?

SELECT ONE ANSWER ONLY.

Yes

No

If No, Go to Question 9

7. How well did we resolve the issue?

SELECT ONE ANSWER ONLY.

Excellent

Very Good

Good

Fair

Poor

8. What did the issue involve?

SELECT ONE ANSWER ONLY.

Billing

Delivery

Incorrect Products

Product Quality

Other(Please write in)_____

9. Would you recommend our company to a friend, relative or associate?

SELECT ONE ANSWER ONLY.

Definitely

Maybe

Not Likely

Never

Please provide additional comments in the space provided below:

WRITE IN ANSWER.

Thank you for taking the time to complete this survey!