

WE WOULD LIKE TO HEAR FROM YOU!

Use any part of this form that applies and fax it to us.

You have comments

ideas
opinions
observations
questions
suggestions

FAX TO 6-2440
Furniture Resource Center

How are we doing:

You prefer ordering services On a form Over a Web site By phone.

Using the Service form is favored over letter writing. Yes Not significantly No

The FRC personnel you spoke with _____ was:
the nature of this conversation

Courteous	<input type="checkbox"/> Extremely	<input type="checkbox"/> Fairly	<input type="checkbox"/> Not at all courteous
Knowledgeable	<input type="checkbox"/> Extremely	<input type="checkbox"/> Fairly	<input type="checkbox"/> Not at all knowledgeable
Helpful	<input type="checkbox"/> Extremely	<input type="checkbox"/> Fairly	<input type="checkbox"/> Not at all helpful

Rate the ability of our personnel to deal with your problem. Excellent Fair Poor

Rate the promptness with which your problem was dealt. Very good Fair Poor

You were delivered the item expected. Yes Not exactly Not at all

Do you wish to elaborate? _____

The furniture catalog is helpful in selecting the most workable item for my space.

Very helpful Somewhat helpful Not significant No help

Event set up would be easier for me if _____
we value your suggestions

What can we do to improve our service? _____

The Furniture Resource Center thanks you for communicating with us.

Committed to continuous improvement in service.