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Customer Survey

Date		Name	
Company		Title	
Address		Email	
City, State/Zip		Web	

General Impression of Cusco	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
1. I am satisfied with the overall service I received from Cusco					
2. I expect to do more business with Cusco in the future.					
3. I would recommend Cusco & Cusco products to colleagues.					

Please rate each question with a 1 to 10 rating. 1= very poor, 5 = average, 10 = exceeds my expectations, n/a = this question does not apply to me.

- A) When you call us:
1. Is our automated phone system user friendly? _____
 2. Do you get through to the right person promptly? _____
 3. Do you get concise information when you speak to our staff? _____
 4. Overall rating of our phone communication. _____
- B) When you request technical information:
1. Do we respond quickly? _____
 2. Is the information accurate and easy to understand? _____
- C) When you request a price quotation:
1. Is our sales staff knowledgeable? _____
 2. Do they help determine your needs? _____
 3. Do they offer accurate advice? _____
 4. Do you get a quick response? _____
- Please name your Cusco Sales Manager _____
- D) When you need to order parts:
1. Do we help you determine exactly what you want? _____
 2. Is our pricing fair & competitive? _____
 3. Do we ship parts when we say we will? _____
 4. Do you receive exactly what was ordered? _____

If Cusco could improve one thing, what would it be? _____

Looking forward, what new products or designs should Cusco consider? _____

Are you planning on purchasing a new vac truck within 12 months? _____

Would you like one of our sales representatives to contact you? _____

Any Further Comments:

Thank you for taking the time to let us know how you feel. Your opinions are very important to us. Please email this form back to sales@wastequipcusco.com or fax it to 905-883-4473, Attention Sales.