



CLC COURIERS
 A Division of CLC Deliveries Pty Limited
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 Enfield NSW 2136
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CLIENT SERVICE SURVEY

Company Name:	
Account Code:	Name:
Title:	Phone:

For each question, please insert rating as per table listed below. We welcome any specific comments you would like to add. Please report on any recent events with reference numbers, as this will enable us to resolve and rectify any issues that are relatively current.

RATINGS TABLE:

1	2	3	4	5	6
Exceptional Service Always Exceeds Expectations	Very Good Always Meets & Sometimes Exceeds Expectations	Good Service Always Meets Expectations	Satisfactory Usually meets Service Expectations	Unsatisfactory Rarely meets Service Expectations	Unacceptable Does not meet Service Expectations

How would you rate us on the following questions:

Departments Areas	Rating	Comments
On-Time Delivery Reliability of our on-time pick up & delivery of your goods Our commitment & Ability to meet quoted delivery times		
Quality of our Delivery Drivers Our driver's ability to deliver your goods efficiently & safely Our driver's presentation, professionalism & attitude		
Customer Service Professionalism & efficiency of our staff in handling queries Prompt accuracy of delivery information on ETA & POD Promptness in returning your phone enquires		
Bookings Call Centre Prompt time of our staff in answering your calls; Efficiency and professionalism of our staff in handling your enquires Online website bookings, tracking jobs, POD's User friendly website, easy to navigate		
Billing Enquires Accuracy and detail of your monthly statements Professionalism of our accounts staff when dealing with account queries and issues.		

Should you have any queries, please call Mark Rice: Client Relations Manager 02 9742-3472 or fax 02 9742-3677