

Questionnaire for the validation of customer satisfaction

We would like to ask for your kind collaboration in duly filling in this questionnaire and handing it over to our staff or sending it via Fax: 045/6212702 or email: "elenazeni@zeni.it"

Evaluate your level of satisfaction under the following points:

	<i>Characteristics to evaluate</i>	<i>Evaluation</i>		
Product	The quality of the offered product satisfies the initial expectations	3	2	1
	The cost/performance ratio of the product is competitive	3	2	1
	The purchased product has been delivered in the expected ways and time	3	2	1
	The packaging of the product is suitable	3	2	1
Organisation	The staff was qualified	3	2	1
	The staff was comprehensive and answered your questions in full	3	2	1
	The quality of pre- and post-sale assistance satisfied all expectations	3	2	1
	The rooms visited were pleasant and clean	3	2	1
	The street signs to the company and the signs on the company ground are clear and well positioned	3	2	1
Communication	All information requested was delivered promptly and thoroughly	3	2	1
	Eventual complaints were dealt with according your expectations	3	2	1
	Contact with our staff was kind and professional	3	2	1

<i>3 = good</i>	<i>2 = satisfactory</i>	<i>1 = insufficient</i>
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To be able to improve our products, service and sales assistance even further, we would be grateful for your comments and suggestions:

Date

Client.....

Please feel free to contact us for any information:

Ms. Elena ZENI Tel. 045-7210022