



# Customer Satisfaction Survey

Please take a moment to rate our service using the following scale.

**(5) Absolutely (1) Not At All**

- Did your sales/design person act in a professional manner?  5  4  3  2  1
- Did your sales/design person communicate effectively?  5  4  3  2  1
- Did your sales/design person appear knowledgeable in his field?  5  4  3  2  1
- Did your sales/design person provide necessary technical information/advice?  5  4  3  2  1
- Was GrooveMaster's communication with third party vendors (such as printers) timely and effective?  5  4  3  2  1
- Was your sales/design person responsive to requests for changes/revisions?  5  4  3  2  1
- Was your final artwork delivered on time?  5  4  3  2  1
- Were phone calls and e-mails responded to promptly?  5  4  3  2  1
- Was the billing process timely and accurate?  5  4  3  2  1

Describe how the final artwork met your marketing/advertising needs. \_\_\_\_\_

Tell us how the value/service you received balanced with the cost. \_\_\_\_\_

Tell us how you feel you were treated as a customer of GrooveMaster. \_\_\_\_\_

Tell us why you would consider working with GrooveMaster again. \_\_\_\_\_

Additional comments. \_\_\_\_\_

Company Name \_\_\_\_\_

Company Phone \_\_\_\_\_

Your Name \_\_\_\_\_

Your Title \_\_\_\_\_

Your Phone \_\_\_\_\_

Your E-mail \_\_\_\_\_

GrooveMaster Graphics is dedicated to continually upgrading our creative and technical services in all aspects of our industry. We value your opinion and look forward to providing you with the highest quality graphic design and photography services. Please contact us any time with your comments. 847/394-8512 [info@groovemastergraphics.com](mailto:info@groovemastergraphics.com)

**Please return this survey in the stamped, self-addressed envelope that was provided.**

**GrooveMaster Graphics**  
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