

Customer Satisfaction Survey

As part of our work towards ensuring our customer's complete satisfaction, we invite you to take part in our short Customer Satisfaction Survey. We thank you for using our services.

Please complete the pdf form online using [adobe reader](#), save and email back to us at rizqa@envirotreat.com.au

For how long have you been using our services?

Less than a month 1-12 months 1-3 years Over 3 years Never used

How often do you use our services?

Once a week 2 or 3 times a month Once a month Less than once a month

How satisfied are you with our services?

Very satisfied Satisfied Neutral Unsatisfied Very unsatisfied

What impressed you most about our services?

Professionalism Price Quick turn around Efficient completion Quality of service

What disappointed you most about our services?

Professionalism Price Quick turn around Efficient completion Quality of service

What are the positive aspects about our services?

What are the negative aspects about our services?

How professional do you find us?

Extremely Very Moderately Slightly Not at all

How convenient are we to use?

Extremely Very Moderately Slightly Not at all

How well do you feel that we understand your needs?

Extremely Very Moderately Slightly Not at all

Compared to our competitors, is our service quality better, worse, or about the same?

A great deal better Quite a bit better Somewhat better About the same Somewhat worse
 Quite a bit worse A great deal worse Don't know

Compared to our competitors, are our prices higher, lower, or about the same?

A great deal higher Quite a bit higher Somewhat higher About the same Somewhat lower
 Quite a bit lower A great deal lower Don't know

Overall, how responsive have we been to your questions or concerns about your waste disposal?

Extremely Very Moderately Slightly Not at all

Overall, are you satisfied with dealing with our staff?

Extremely satisfied Moderately satisfied Slightly satisfied Neither satisfied nor dissatisfied
 Slightly dissatisfied Moderately dissatisfied Extremely dissatisfied

How well did we respond to your initial enquiry and quotation?

Extremely Very Moderately Slightly Not at all

Would you use us in the future?

Definitely Probably Not sure Probably not Definitely not

Would you recommend us to other people?

Definitely Probably Not sure Probably not Definitely not