



## AMICO SOURCE SATISFACTION SURVEY

Dear Sir/Madam:

As the General Manager of Amico Source, I want to personally thank you for purchasing our Source Equipment and for your interest in the Amico Group of Companies.

We have made many changes over the years to our products and we hope that they meet or exceed your expectations. In an effort to continuously improve our Source systems and Customer Support, we would sincerely appreciate it if you would submit your feedback by filling out the attached survey.

Thank you for your time and your business.

Sincerely,

Wayne Benson  
General Manager, Amico Source





# Amico Source Customer Service Satisfaction Survey

Was the quality of customer service you received from Amico Source:

- Very poor
- Poor
- Average
- Good
- Excellent

Was the process for getting your question resolved:

- Very poor
- Poor
- Average
- Good
- Excellent

The customer service representative was very courteous.

- Strongly disagree
- Somewhat disagree
- Neutral
- Somewhat agree
- Strongly agree

The customer service representative handled my requests quickly.

- Strongly disagree
- Somewhat disagree
- Neutral
- Somewhat agree
- Strongly agree

The customer service representative was very knowledgeable.

- Strongly disagree
- Somewhat disagree
- Neutral
- Somewhat agree
- Strongly agree

If you were not totally satisfied with your customer service experience, please describe the reasons for your dissatisfaction:

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We sincerely appreciate your feedback. Thank you in advance for your response.