



Budapest 24th – 26th April 2017

# GLOBAL SALES CONFERENCE



## CUSTOMER SATISFACTION SURVEY

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1. How satisfied are you with the level of customer support we provide?

1

2

3

4

2. I like:

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3. I wish to get better support in:

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	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
4. 4CR is making a positive contribution to my business.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. 4CR really cares about building a strong relationship with me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The communication and interaction with 4CR is easy and honest.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. 4CR is committed to win/win solutions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Over the past year, my loyalty and relationship to 4CR has grown stronger.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. 4CR creates solutions to my requirements that make my business easier.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Overall, I am satisfied with 4CR products.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. I am satisfied with the effectiveness which 4CR process my orders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Overall, I am satisfied with the way 4CR is performing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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13. In which area you feel 4CR shall be more effective ?
- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Order processing | <input type="checkbox"/> Good availability | <input type="checkbox"/> Promotions        |
| <input type="checkbox"/> Pricing          | <input type="checkbox"/> Technical support | <input type="checkbox"/> Marketing support |
14. Give us some details in the field you wish us to be more effective ?  
\_\_\_\_\_
15. Do you wish or plan to have an e-commerce system ?
- |                              |                             |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|
16. If yes, do you have a IT technical department, or do you need a "ready to use" system ?
- |                                    |                                       |
|------------------------------------|---------------------------------------|
| <input type="checkbox"/> Technican | <input type="checkbox"/> Ready to use |
|------------------------------------|---------------------------------------|
17. Would you prefer to have it only with 4CR products or include other brands you are dealing with ?
- |                                   |  |
|-----------------------------------|--|
| <input type="checkbox"/> Only 4CR | <input type="checkbox"/> Also other Brands |
|-----------------------------------|--|
18. What additional service and/or support can we offer in order to grow your business ?  
\_\_\_\_\_  
\_\_\_\_\_
19. Comments and suggestion for improvements:

Thank you very much !

Your Company: \_\_\_\_\_

Your Name, Surname: \_\_\_\_\_