



### CUSTOMER FEEDBACK

Thank you for choosing Fisher Environmental Laboratories. In order to serve you better, we ask that you take a moment to fill out this questionnaire, which is also a CALA requirement. Once completed please email or fax it back at (905) 475-7718.

Your personal contact information is OPTIONAL:

Name: \_\_\_\_\_ Company: \_\_\_\_\_  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_

How would you rate the following? (Please choose one. \*Comments on the following page.)

	Excellent	Good	Average	Fair	Poor
1. Were you acknowledged and served in a timely manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Was the staff friendly, courteous and helpful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Did the staff answer your technical inquiries?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Were the collection supplies easily available (if applicable)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Was the lab requisition easy to fill out?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Did you receive your report in the expected time frame?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Was the report easy to understand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. How do you rate our price compared to the service received and/or other similar providers (if applicable)*?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Overall, did we meet your expectations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### TESTIMONIAL (optional but appreciated):

If you were happy with our service, please consider writing a testimonial for our marketing purposes. By filling this out **you agree that we may use your testimony publicly** within the context of our Fisher Engineering and Lab services.

You agree that we may use your: \_\_\_\_\_ Your Testimonial: \_\_\_\_\_

Name (above)? Y  N   
Company (above)? Y  N



CALA ACCREDITED | FULL-RANGE ENVIRONMENTAL ANALYTICAL SERVICES

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## COMMENTS:

Please use the space provided below for any further comments or suggestions.

We appreciate your elaboration if you found any rating *below good*. We are happy to chat with you about any issues if you provide us with your personal contact information above. Thank you for your time.