



Customer Feedback

In order to continually improve our customer service, please assist us in taking a few minutes to complete this survey.

An online version of this form is available at www.geeksoncall.com.au/feedback

Visiting Geek: _____ Suburb: _____

How did you first hear about Geeks on Call? _____

Please rate the following (with a tick next to the appropriate description):

- | | | | | |
|---|------------------------------------|-------------------------------|----------------------------------|-------------------------------|
| Initial Call Centre contact & job booking | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |
| How quick was our onsite response time? | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |
| The Geek's punctuality | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |
| The Geek's communication | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |
| Overall satisfaction with work done | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |
| How were follow up issues handled? | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |

Please provide general feedback or comments:

Did you know that Geeks on Call can assist you with all of the following?

- | | |
|--------------------------------------|---------------------------------------|
| - Software and Hardware sales | - Networking design and installations |
| - Server management and installation | - Website design and hosting |
| - Internet setup & advice | - Staff training |
| - Computer support for businesses | |
- Yes No - I only knew that you fixed computers

Will you use Geeks on Call again? Yes No

Would you recommend us to others? Yes No

Can we use your feedback on our website? Yes No, If so, please provide details below (optional).

Name: _____ Date: _____

Email address: _____ Phone: _____

Thank you for your time – your feedback is valuable to us

Return form to:

Email: mail@geeksoncall.com.au

Post: Geeks on Call, PO Box, 6089, Halifax St, Adelaide, SA, 5000

Fax: (08) 8219 0174 or leave with your local Geek

Onsite Computer Service & Troubleshooting: Network & IT Systems Design, Installation & Administration : Hardware Supply

Local Certified Geeks ... we come to you Fast!