



Customer Service Questionnaire

Rate the following questionnaire based on your experience with the Laboratory. (1 – Poor, 2 – Satisfactory, 3 – Very Good, N/A – Not Applicable)

How would you rate the service provided by the Lab?..... [1-3-N/A]
If you requested help or information, how would you rate our response?..... [1-3-N/A]
How would you rate the turn-around-time for your testing?..... [1-3-N/A]
Was the pricing of the testing reasonable?..... [1-3-N/A]
Were the sample supplies (i.e. sample containers, coolers) made readily available?..... [1-3-N/A]
How would you rate your overall experience with the laboratory?..... [1-3-N/A]

Please Circle the Appropriate Response.

How often do you use our services? (Rarely / Sometimes / Often)

Are the results for personal or commercial use? (Personal / Commercial)

What industry is the testing done for?
[ ] Air Quality Specialist
[ ] Home Inspection / Real Estate
[ ] Oil & Gas
[ ] Other - Specify \_\_\_\_\_
[ ] Not Applicable

Would you recommend our services to others? (Yes / No)

Comments:

Multiple horizontal lines for writing comments.

We appreciate your opinions and make every effort to ensure customer satisfaction. We are committed to the highest standards of analytical service to our clients.

Please return this form to the Supervisor of the Analytical Services Division at your earliest convenience.

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