



CUSTOMER SATISFACTION SURVEY

The employees and management of J.H.Wright & Associates take your comments very seriously. Each survey will be reviewed by the owner of the company. In addition to our survey, you can e-mail Mark Wright directly at mwright@jhwright.com. Please fill out the information below and click SUBMIT FORM at the bottom of the form. Your information will be sent via e-mail to J.H. Wright & Associates and a management representative will contact you regarding your experience. You may also click the PRINT FORM button to retain a copy for your records. We thank you for taking the time to help us improve and grow.

SURVEY

Are you satisfied with the quality of products and services received from J.H. Wright & Associates?

- Highly Satisfied
- Satisfied
- Somewhat Dissatisfied
- Highly Dissatisfied
- N/A

Have J.H. Wright & Associates employees responded quickly to resolve any problems you may have had?

- Highly Satisfied
- Satisfied
- Somewhat Dissatisfied
- Highly Dissatisfied
- N/A

Were you satisfied with the overall quality of service provided by our Support Staff (receptionist, accounting, shipping/receiving)?

- Highly Satisfied
- Satisfied
- Somewhat Dissatisfied
- Highly Dissatisfied
- N/A

Were you satisfied with the delivery of products and services received from J.H. Wright & Associates?

- Highly Satisfied
- Satisfied
- Somewhat Dissatisfied
- Highly Dissatisfied
- N/A

Were you satisfied with your Customer Service person's knowledge of our products and services?

- Highly Satisfied
- Satisfied
- Somewhat Dissatisfied
- Highly Dissatisfied
- N/A

Which best describes your company? (Mark all that apply.)

- Customer/End User
- Engineering Firm
- Contractor
- Equipment Manufacturer
- Other

Were you satisfied with the working relationship between your organization and J.H. Wright & Associates?

- Highly Satisfied
- Satisfied
- Somewhat Dissatisfied
- Highly Dissatisfied
- N/A

Were you satisfied with the overall quality of service provided by our Customer Service/Inside Sales department?

- Highly Satisfied
- Satisfied
- Somewhat Dissatisfied
- Highly Dissatisfied
- N/A

Were you satisfied with the performance & professionalism of our field service technicians and/or shop personnel?

- Yes
- No

CONTACT INFORMATION

Name Contact Phone Number

Company Email

ADDITIONAL COMMENTS