



*How can we improve?*

*Dear Valued Customer,*

*As part of the ongoing process to improve our service, we are conducting a brief customer satisfaction survey in an effort to learn what is important to our customers, and how well our Sales Technicians and other staff are performing.*

*All survey responses remain strictly anonymous. The results will be analyzed so that no individual can be identified.*

*We greatly appreciate your time and effort and sincerely value your feedback.*

*Thank you in advance for your participation*

*Jim Lee, President*

Which location did you contact?

- Charlotte
- Michigan

How often do you call JLM Wholesale?

- Every day
- 4 or 5 times a week
- 3 or fewer times a week
- First time

How long have you been purchasing from JLM Wholesale?

- Less than one year
- 1-2 years
- 3-5 years
- More than 5 years

In your experience, has there been any change in the level of customer service quality since first becoming a JLM Wholesale customer? Please indicate the change below:

- Significantly better
- Slightly improved
- About the same/similar
- Lower quality
- Significantly worse
- This was my first time speaking with a JLM technician.

Please rate the following characteristics of your sales tech.

1=poor 5= excellent

- The Sales Technician was knowledgeable
- The Sales Technician was patient
- The Sales Technician listened carefully
- The Sales Technician was friendly
- The Sales Technician was responsive
- The Sales Technician was courteous

Based upon your overall experience, please rate your satisfaction with our Sales Technicians in the following areas.

1=poor service , 5=excellent service

- Issue resolution
- Quality of Advice
- Technical knowledge
- Knowledge of products and services offered
- Professionalism of Representative
- Helpfulness of Representative
- Ease of contacting Representative
- Promptness of Representative response

Are you currently using our website?

- YES
- NO

Thinking of similar products/services offered by other companies, how would you compare our product/service offered compared to them?

- Much better
- Somewhat better
- About the same
- Somewhat worse
- Much worse
- Don't know

What services do you use from JLM's website?

Check all applicable.

- Pricing
- Check inventory
- Templates/installation instructions
- Product data
- Accounting/account balances
- Order online
- Shipment tracking

Please provide your opinion of our shipping department relative to shipment accuracy and packaging.

- Excellent
- Very Good
- Good
- Fair
- Poor

What products and/or services are offered from other vendors that you would like to see offered at JLM Wholesale?

**Additional Comments**

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**About You (optional)**

Name \_\_\_\_\_ E mail \_\_\_\_\_  
Company \_\_\_\_\_ Phone \_\_\_\_\_  
City, State, \_\_\_\_\_  
ZIP Code \_\_\_\_\_

*Thank you for your participation!*

*Completed surveys return to:*

*angela@jlmwholesale.com*