



Benson Media Customer Satisfaction Survey

Thank you for taking part in the Benson Media Customer Satisfaction Survey. With your feedback, we strive to continue providing you with new time and money saving tools, plus ideas to make your job easier. To show our appreciation for taking part in this survey, your name will be entered in a drawing for a \$500 shopping spree at a local retailer in your area.

This form must be fully completed to qualify for the \$500 drawing.

**FAX YOUR SURVEY TO
678-493-1438**

SCORING KEY

- 1 - Unsatisfactory
- 2 - Somewhat Dissatisfied
- 3 - Somewhat Satisfied
- 4 - Completely Satisfied

REQUIRED INFORMATION

Name _____
 Company Name _____
 Phone Number _____
 Job Number (can be found on packing slip that came with your order) _____

HOW DID YOU PLACE YOUR ORDER? (Please circle A, B, or C)

- A. Faxed an Order Form On Hand Provided by Customer Service
- B. Entered my Order on-line at www.bensonmedia.net
- C. Order placed through a sales representative.

PLACING YOUR ORDER

DOES NOT APPLY UNSATISFIED ← → COMPLETELY SATISFIED

Were you able to talk to a customer service representative or sales person in a timely fashion to request an order form or place an order?	<input type="checkbox"/>	1	2	3	4
Did you receive the order form in a timely fashion?	<input type="checkbox"/>	1	2	3	4
Was your phone experience with our staff pleasant?	<input type="checkbox"/>	1	2	3	4
Was the customer service representative or sales person you spoke with knowledgeable about the products you ordered?	<input type="checkbox"/>	1	2	3	4
Was the Order Form clear and easy to complete?	<input type="checkbox"/>	1	2	3	4
Were proofs provided to you in a timely fashion?	<input type="checkbox"/>	1	2	3	4
Were proofs provided to you accurate and complete?	<input type="checkbox"/>	1	2	3	4

ONLINE ORDERS	If you ordered on-line, were you able to navigate to the correct order page quickly and easily?	<input type="checkbox"/>	1	2	3	4
	If you ordered on-line, was the order page thorough yet simple to use?	<input type="checkbox"/>	1	2	3	4
	If you ordered on-line, did you receive an e-mail order confirmation in a timely fashion?	<input type="checkbox"/>	1	2	3	4
	Did you feel confident your order would be handled correctly and expeditiously?	<input type="checkbox"/>	1	2	3	4

Comments _____

RECEIVING YOUR ORDER

Are you happy with the overall look and quality of the products?	<input type="checkbox"/>	1	2	3	4
Do you consider the products you ordered a good value?	<input type="checkbox"/>	1	2	3	4
Did you receive your products in what you would consider a timely fashion?	<input type="checkbox"/>	1	2	3	4
Was your order packaged well and were the items in good condition?	<input type="checkbox"/>	1	2	3	4
Was a packing list included and were items shrink wrapped and labeled with quantities?	<input type="checkbox"/>	1	2	3	4
Was it easy to reconcile the packing list with the items?	<input type="checkbox"/>	1	2	3	4

Comments _____

OVERALL IMPRESSIONS

Overall, how satisfied are you with Benson Media?	1	2	3	4
Overall, how satisfied are you with the products you received from Benson Media?	1	2	3	4

Any Other Comments _____

CONGRATULATIONS TO THE WINNERS OF OUR \$500 SHOPPING SPREE:

2005: 1ST QTR: Kimberly Cariani-Perakis - Needham, MA
 2005: 2ND QTR: Lavina Grine - Albuquerque, NM

