



# Customer Service Inventory

We are interested in finding out what you think about our services. Please respond to each statement by placing the number of the appropriate response in the blank space next to the statement.

- 1**  
Never
- 2**  
Once in a While
- 3**  
Half the Time
- 4**  
Often
- 5**  
Very Often

- \_\_\_\_\_ 1. The telephone is answered by the third ring.
- \_\_\_\_\_ 2. The person answering the telephone is courteous and friendly.
- \_\_\_\_\_ 3. I am placed on hold for more than 30 seconds.
- \_\_\_\_\_ 4. My call is directed to the appropriate person.
- \_\_\_\_\_ 5. The store is conveniently located and easy to find.
- \_\_\_\_\_ 6. There is ample parking available near the store.
- \_\_\_\_\_ 7. The atmosphere of the store is warm and inviting.
- \_\_\_\_\_ 8. The regularly scheduled store hours are convenient for me.
- \_\_\_\_\_ 9. I am immediately greeted upon entering the store.
- \_\_\_\_\_ 10. Prices are appropriate for the products and services provided.
- \_\_\_\_\_ 11. Payment terms for the products or services are flexible enough to suit my needs.
- \_\_\_\_\_ 12. I received good value for my money.
- \_\_\_\_\_ 13. The store staff is courteous and friendly.
- \_\_\_\_\_ 14. I received personal attention and service.
- \_\_\_\_\_ 15. My complaints are resolved quickly and to my satisfaction.
- \_\_\_\_\_ 16. The staff answers all my questions to my satisfaction.



# RETAIL MANAGEMENT ASSOCIATES

- \_\_\_\_\_ 17. The staff is concerned about my situation.
- \_\_\_\_\_ 18. I am involved in decisions regarding my purchase.
- \_\_\_\_\_ 19. I feel comfortable with the personality of the staff.
- \_\_\_\_\_ 20. I am kept informed of all details regarding my purchase.
- \_\_\_\_\_ 21. I am happy with the way the staff treats me.
- \_\_\_\_\_ 22. I feel the staff is qualified to provide me with these services.
- \_\_\_\_\_ 23. I prefer to use these services rather than those provided by someone else.
- \_\_\_\_\_ 24. I can schedule an appointment or shop the store when it is convenient for me.
- \_\_\_\_\_ 25. I will use this store again.
- \_\_\_\_\_ 26. I will refer people to this store.

***Thank you for completing this inventory. Your answers will help us to understand your needs and improve the quality of the services we offer you.***