

PORT SUNLIGHT VILLAGE TRUST
CUSTOMER SERVICE FEEDBACK FORM



| | |
|-----------------------------|--|
| First Name | |
| Surname | |
| Address | |
| Telephone | |
| Mobile | |
| Email | |
| Preferred Method of Contact | |

Date of visit/contact: _____

1. How did you contact us?

- a. Telephone
- b. Email / Fax
- c. Letter
- d. Face to face with a member of our team
- e. Visited one of our offices
- f. Visited Shop / Museum
- g. Visited Tea Room

2. If you visited us or spoke to a member of staff within the village, did they have on their ID badge?

YES NO NOT SURE

3. How satisfied or dissatisfied were you with the service you received?

- a. Very Satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Very dissatisfied

4. On a scale of 1 – 10 (1 being not very knowledgeable and 10 being extremely knowledgeable) how knowledgeable were our staff?

1 2 3 4 5 6 7 8 9 10

5. On a scale of 1 – 10 (1 being not very helpful and 10 being extremely helpful) how helpful were our staff?

1 2 3 4 5 6 7 8 9 10

6. Overall, how would you rate the quality of your customer service experience?

- a. Very Positive
- b. Positive
- c. Neutral
- d. Negative
- e. Very Negative

7. Additional Comments

Please return this form to:

Port Sunlight Village Trust, 23 King George's Drive, Port Sunlight, Wirral, CH62 5DX
feedback@portsunlightvillage.com

Thank You!