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CUSTOMER SATISFACTION SURVEY FORM

Dear Valued Customer,

Thank you for choosing Healthcare Direct Kenya (K) Ltd as your preferred supplier. We appreciate your custom. Could you please take time off to complete this form, and then email, fax or post it back to us ? Your assessment is important to us and will help us serve you better.

Company Name: Premier Food Ind. Ltd

P.O. Box: 41476 Post code: 00100 NAIROBI Email: Pfil.Dept@ng.com

Telephones: 0722 440 461 / 0734 333 401

Mobile(s): 0722 440 461 Fax No:

How do you rate the following services of HealthCare Direct (K) Ltd (HCD): (Please Tick Box)

1. Placing Orders EXCELLENT GOOD FAIR POOR

Do you want us to call you ? YES NO

If yes, indicate when in a month..... N/A 1-7th 8-15th 16-22th 23-30th

Time..... N/A 10.00-13.00hrs 14.00-16.00hrs

2. Efficiency on Deliveries EXCELLENT GOOD FAIR POOR

3. Quality of Goods EXCELLENT GOOD FAIR POOR

4. Account Queries EXCELLENT GOOD FAIR POOR

5. Customer Care..... EXCELLENT GOOD FAIR POOR

6. How do you rate HCD compared to your other suppliers BETTER EQUAL TO NEEDS IMPROVEMENT

7. How do you rate HCD Pricing with our competitors..... BETTER EQUAL TO NEEDS IMPROVEMENT

8. If you have rated us 'Fair' or 'Poor' in any of the above, please state why.....
N/A

9. Any Team Member you would like to commend..... TRISTANA / WILFRED DAVIS

10. What do you like most about us?.....
Customer Service and order responsiveness

11. THREE ways in which HCD can serve you better
(i) Be copying the sender of the order in payment
(ii) claims so as we can coordinate
(iii) from our side as Pfil

Name: Dancy Mwangi

Signature: [Signature] Designation: Raw Materials Accountant

