



Customer Satisfaction Survey 2008

Please provide your honest opinion, your time taken to fill out this questionnaire will be greatly appreciated, as your comments combined with those from others will be used as a guide to improve the level of service we can offer.

For every returned questionnaire we will send you a free gift, please indicate whether you would like this to be from Massey Ferguson, Fendt or Challenger _____
(one per household, UK residents only).

Every returned questionnaire will also be entered into a prize draw for £100 of Chandlers shop vouchers (which will be drawn in time for Christmas, winner published on website),
(one per household, UK residents only).

Sales representative _____ Local service depot _____

How satisfied or dissatisfied are you with the following aspects of our customer service ?
(please put a tick in the appropriate box)

Sales

	Very Satisfied	Satisfied	Neutral Opinion	Dissatisfied	Very Dissatisfied	Not Applicable
a) Availability of your area sales representative ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Product knowledge of the sales team ? í ..í í í í í í í í í	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Promptness in returning unanswered calls ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Helpfulness, manner and appearance of sales staff ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Clarity and information provided on quotations ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Frequency of on farm visits ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Press advertisements and Bugle magazine ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Company website ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Product demonstrations carried out ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) How do you rate our sales performance when compared with other agricultural dealers ?.....	Much Better <input type="checkbox"/>	Better <input type="checkbox"/>	The Same <input type="checkbox"/>	Worse <input type="checkbox"/>	Much Worse <input type="checkbox"/>	N/A <input type="checkbox"/>

Sales Comments _____

Service

	Very Satisfied	Satisfied	Neutral Opinion	Dissatisfied	Very Dissatisfied	Not Applicable
a) Ease of contacting your branch service manager ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Response time in returning your call if a message has to be left ?..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Professionalism & efficiency in dealing with your service enquiry.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) In normal working hours, response time to breakdowns?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Response time to breakdowns outside normal working hours ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Our ability to complete the repair on the first visit ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Training, tools & special equipment possessed by the fitter ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Being kept informed of the job progress & costs ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) The information provided on the service invoice ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Our overall service performance compared to other agricultural dealers ?.....	Much Better <input type="checkbox"/>	Better <input type="checkbox"/>	The Same <input type="checkbox"/>	Worse <input type="checkbox"/>	Much Worse <input type="checkbox"/>	N/A <input type="checkbox"/>

Service Comments _____

Continued overleaf.

Parts

	Very Satisfied	Satisfied	Neutral Opinion	Dissatisfied	Very Dissatisfied	Not Applicable
a) Staff knowledge of the machines you require parts for ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Returning your missed phone calls ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Attitude and helpfulness of counter staff ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Arrival times of ordered parts ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Harvest opening times ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Overall supply performance of MF/Fendt and Challenger parts ?....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Your awareness of Massey Ferguson 10+ parts promotion ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) How do you rate our parts performance when compared with other agricultural dealers ?.....	Much Better	Better	The Same	Worse	Much Worse	N/A
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Parts Comments _____

Accounts

	Very Satisfied	Satisfied	Neutral Opinion	Dissatisfied	Very Dissatisfied	Not Applicable
a) Returning unanswered phone calls ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Attitude and helpfulness of accounts staff ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Ability to resolve accounts queries ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Layout of statement and invoices ?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) How do you rate our accounts department performance when compared with other agricultural dealers ?.....	Much Better	Better	The Same	Worse	Much Worse	N/A
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Accounts Comments _____

Any other general comments/suggestions ?

If you would like us to respond directly to any of your comments or suggestions please let us know. Please fill in your name and address, (we will need this for entry into the prize draw, and for your free gift).

Name _____

Address _____

Postcode _____

Phone _____

Mobile _____

Email _____

Chandlers Roadshow 2008

Come to our Roadshow event on :
Tuesday 25th and Wednesday 26th November at -
 Riseholme College, Lodge Farm Yard, Lodge Farm, Nettleham, Lincoln.

On show will be our full line up of Agricultural and Horticultural machinery & Vehicles for test drive. Meet sales and service personnel from MF, Fendt Challenger, CAT and all our machinery manufacturers. Visit www.chandlersfe.co.uk for full details – click on Roadshow.

Please return either with your remittance, or if you prefer, directly to Howard Pell, Chandlers (Farm Equipment) Ltd, Belton, Grantham, Lincs. NG32 2LX.

All information provided will be treated confidentially.

If you find it more convenient, you can fax back this questionnaire to a confidential fax number : 01476 590064, please remember to send both sides.

Visit our NEW LOOK website at www.chandlersfe.co.uk