

Westfield Sportscars - The Ultimate Driving Experience



Customer Satisfaction Questionnaire

As part of our ongoing efforts to evaluate and continually improve our service and performance we seek out customer views, which are most important to us. Accordingly we would be very grateful if you could complete this questionnaire.

Name _____ Title _____

Customer _____

Address _____ Date _____

Telephone number _____ E-mail _____

1 What were the major considerations in buying a Westfield?

In the table below please enter ratings reflecting the importance to you of the various topics using the following scale:

Unknown or irrelevant	very low			moderate				very high		
0	1	2	3	4	5	6	7	8	9	10

	rating	comments
Financial		
Delivery timescale offered		
Previous experience		
Our reputation/track record in this area and innovation shown		
Staff friendliness		
Our location/access to you		
Factory presentation		
Test Drive facility		
Scope of products		
Other		

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2 Did our performance match your expectations?

In the table below please enter ratings against the various topics:
a) reflecting the **importance to you** using the following scale:-

irrelevant	very low				moderate				very high		
0	1	2	3	4	5	6	7	8	9	10	

b) reflecting **our performance** using the following scale:

unknown or irrelevant	totally dissatisfied				neither satisfied or dissatisfied				totally satisfied		
0	1	2	3	4	5	6	7	8	9	10	

	importance to you	rating of our performance	comments
understanding your needs - were we proactive in seeking them out?			
responding to your needs did we provide what you wanted, keep you informed, review progress when appropriate?			
quality of deliverables was our work accurate, complete, clearly and well presented?			
timescale of deliverables completion, speed of response, did we deliver on time?			
value for money overall assessment			
handling of variations, need for change, invoicing?			
quality of staff knowledge, enthusiasm, ease of contact, speed of response			
relationship with team were we co-operative, constructive, professional?			
exercising continual improvement were we providing options and were we knowledgeable			

3 Please rate our overall performance (Circle relevant number)

totally dissatisfied				neither satisfied or dissatisfied				totally satisfied		
1	2	3	4	5	6	7	8	9	10	

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4 Did any aspects of our work/product exceed your expectations?

please comment:

5 Were there any aspects on which you believe we could improve?

please comment:

6 How do we compare with other companies?

please comment:

7 Would you purchase from us again?

Why or why not?

We would like to thank you for completing this questionnaire and would be grateful if you could return it to:

Julian Turner
Unit 1, Gibbons Industrial Park, Dudley Road, Kingswinford, West Midlands
DY6 8XF
