

## Hilton Instruments - Customer Feedback Form

### Your Contact Details

<b>Name:</b>		<b>Company:</b>	
<b>Tel:</b>		<b>Email:</b>	

### Our Details

Please provide the name of the person and department you dealt with at Hilton Instruments

<b>Name:</b>		<b>Department:</b>	
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General	5 Excellent	4 Good	3 Average	2 Poor	1 Very Poor	N/A
Communication						
Courtesy of Staff						
Speed of Initial Response						
Knowledge of Staff						
Range of Products Offered						
Quality of Products Offered						
Price / Value for Money						
Ordering Process						
Delivery Performance						
Technical knowledge of Staff / Engineer						
Turnaround Time						
Reliability of our Service						
Administration (Invoicing, Credit Control, Etc.)						
Overall experience						

**Additional Comments:** *please use the reverse if required*

**Date:**

**Please return to:** [jean.kiloh@hiltoninstruments.com](mailto:jean.kiloh@hiltoninstruments.com)

### Other Services

Please indicate which other services offered by Hilton Instruments may be of interest to your company.

Dangerous Goods		Calibration		Servicing of Equipment	
Dangerous Goods Packing		Hire Equipment		Equipment Repair	

### For Office Use Only

<b>Rating</b>	Total of all scores		Average Score: Divide by no of scores	
<b>Signature</b>			<b>Date</b>	

<b>Key:</b>	1. Poor	2. Below Acceptable	3. Acceptable	4. Good	5. Excellent
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