

# The Outer Limit Studios

Multimedia Production & Marketing • 407.681.2263

A Storage Rental Network Company

Dear Friends:

Another year has passed and we are eager to continue to provide excellent service to all our clients, but as we continue to grow it gets more challenging to continue to provide our services. Nonetheless we will always strive to provide you the best service possible. We thus would like to ask you for a few minutes of your time and help us become a better customer-service driven company. Would you please be so kind and fill-out the questionnaire below and send it back to us in the SASE. Please make sure to write all responses legibly. Thank you for your continued services. We know you have a choice of service providers and we appreciate you choosing us.

Stephan and Neil

Questionnaire (please circle answers)

Your Name: Alvin Lee

Phone: 786-251-3767

1) How satisfied are you with our overall customer service?

Very Satisfied

Somewhat Satisfied

Neutral

Not Satisfied At All

Comments:

Excellent work

2) How satisfied are you with the timeframe we produce your maintenance work and projects?

Very Satisfied

Somewhat Satisfied

Neutral

Not Satisfied At All

Comments:

All ways on time

3) Are you satisfied with the speed at which we answer/return your calls and messages?

Very Satisfied

Somewhat Satisfied

Neutral

Not Satisfied At All

Comments:

4) How well do you feel we understand your specific wishes and cater to your needs?

Very Well     Somewhat Well     Neutral     Not Well At All

Comments: Since they beginning

5) Judging from the service areas listed below, which would you say require improvement and how could these improvements be accomplished?

Please circle all that require improvement

This could be improved by doing:

- Our Sales Approach \_\_\_\_\_
- Our Billing System \_\_\_\_\_
- Our Client Communications \_\_\_\_\_
- Our Graphic Design Work \_\_\_\_\_
- Our Programming Work \_\_\_\_\_
- Our Hosting Services \_\_\_\_\_
- Our IPM Marketing Program \_\_\_\_\_
- CD/DVD Production \_\_\_\_\_
- E-book Production \_\_\_\_\_
- Credit Card Processing Setup \_\_\_\_\_
- Building of Computer Systems \_\_\_\_\_
- Website Translation Services \_\_\_\_\_

6) Are there any specific services you would like to see in the future? ✓

Management, Consultant services, Advisory services 😊

7) How satisfied are you that our pricing adequately represents the value of our products?

Very Satisfied     Somewhat Satisfied     Neutral     Not Satisfied At All

Comments: \_\_\_\_\_

8) What source of business advertising did you use to find our company?

Bellsouth Yellow Pages

Sprint Yellow Pages

Internet

Other

FRIEND

9) What aspect of our sales procedure or company presentation made you decide to become our customer?

Your CD Demo was a big part of it ✓

10) Are there any questions you feel we should ask to help us better our services? NO

You build as you grow

11) If there are any specific comments, complaints, or ideas you would like to share with us, please let us know below:

I really love the service that I have received since I've been doing business with you. I feel my business has grown because of your professionalism with helping designing our website. So keep up the good work Big AL! 😊

May we contact you if we have any questions?

Yes

No