

# 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: Tammy Pawling - USAlandsale.com  
Phone: 407 5166 9797

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

Very Satisfied

Somewhat Satisfied

Neutral

Not Satisfied At All

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

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: \_\_\_\_\_

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: \_\_\_\_\_

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 \_\_\_\_\_

*so far we have been very satisfied*

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

*more advertising ideas*

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?

I really like how you were willing to meet us in person.

10) Are there any questions you feel we should ask to help us better our services?

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

May we contact you if we have any questions?

Yes

No