

## Customer Service Feedback Form for Consultants

Please try to answer each question honestly.

Strongly disagree

Strongly agree

	1	2	3	4	5	6	7	8	9	10
1. Maccaferri staff understand their products and solutions										
2. I get reliable technical advice and ideas from Maccaferri Engineers										
3. The quality of Maccaferri proposals and construction details are excellent										
4. I was happy with the response time delivered by Maccaferri on my most recent project?										

5. I consider a reasonable response time...

for technical advice to be.....

for preliminary design to be.....

for fully backed PI design work to be.....

### Maccaferri Products and Services

6. Please rank in order the aspects of Maccaferri 's service that are important to you.  
1 = Most important. 6 = Least important

- Wide range of products and solutions available .....
- BBA certified products .....
- Informative website .....
- On-site assistance .....
- Technical information / brochures .....
- CPD lunchtime presentations .....

7. For my most recent project and interaction with Maccaferri, I would rate Maccaferri against their competition as.....(Please be honest!)  Better  Worse  About the same

Who was that? .....

And the reason?.....

8. Where do you  gather information?

Technical Indexes Barbour Index Manufacturers websites

Other (please specify).....

9. I read the following industry magazines:

- New Civil Engineer
- Construction Manager
- Building
- The Structural Engineer
- Other (please specify)
- Construction News
- Construction Journal
- Building, Trade & Industry
- Ground Engineering

10. In what ways could Maccaferri provide a better service?

.....

11. What information would you like that Maccaferri currently does not offer?

.....

12 Would you like Maccaferri to contact you to discuss any concerns or issues you may have?  Yes  No

13. How do you use Maccaferri products? (Please tick all the boxes that apply)

- Retaining Structures
- Erosion Protection
- Reinforced Slopes
- Pavements
- Basal Platforms

**Please enter your details**

Name.....Position.....

Company.....

Address.....

.....

.....Postcode.....

Tel No..... Fax No.....

Email.....

Thank you for taking the time to complete this questionnaire. If you have a particular issue you would like to raise please contact our Customer Services Manager on  
Tel: 01865 770555.

**FAXBACK: 01865 774550**

7400 The Quorum, Oxford Business Park North, Garsington Road, Oxford. OX4 2JZ  
www.maccaferri.co.uk