ARMOUR EQUIPMENT

"Scaffold specialists since 1961."

CLIENT FEEDBACK FORM

Thank you for selecting Armour Equipment to service your recent scaffolding project.

At Armour, we recognize that our relationship with our clients is the most important aspect of our business. As such, we invite you to take a few minutes to complete the following feedback form such that we may strive to serve you as effectively as possible in the future.

You can return this completed form in person, by completing it with one of our staff members over the phone or by faxing it to 403.319.0950.

If you have received this form by e-mail, you may enter your responses in Microsoft Word, save the document and e-mail it to info@armourscaffold.ca.

We appreciate your time in providing us with your feedback!

Client / Company Name	
Nature of Project Completed	
Date Range of Project (if applicable)	

1. With regard to my recent project, I engaged Armour for the following services:

   Please circle or highlight all that apply.

Equipment Rental	Equipment Purchase	Labour

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2. On a scale of "1" to "5", where "1" means "Very Much Disagree" and "5" means "Completely Agree", please indicate your feedback on the following statements as they apply to your recent experience with Armour Equipment.

Please circle or highlight each of your responses.

	Completely Disagree		Somewhat Agree		Completely Agree
a. I received courteous and friendly service.	1	2	3	4	5
b. I received responsive customer service.	1	2	3	4	5
c. The project was completed accurately.	1	2	3	4	5
d. I believe that I received good value for this project.	1	2	3	4	5
e. The project was completed in a timely and efficient manner.	1	2	3	4	5
f. I will continue to use Armour Equipment for future projects of this type.	1	2	3	4	5

3. On a scale of "1" to "5", where "1" means "Not at all satisfied" and "5" means "Very satisfied" I would rate my overall satisfaction with the project completed by Armour Equipment as:

Not at all satisfied	1	2	3	4	5	Very satisfied

4. If I could suggest ways for Armour Equipment to improve its performance on this job, it would consist of the following:

5. If you would like Armour Equipment's General Manager Charles Maygard to contact you to discuss our performance further, please indicate by highlighting or circling "Yes" below.

Yes	No