

MESCO

"THE EQUIPMENT SPECIALIST"

295 SOUTH REDWOOD ROAD
NORTH SALT LAKE, UTAH 84054
801-936-3890 800-397-1629
FAX 801-936-3896

Dear Valued Customer, thank you for choosing MESCO Inc. for your equipment service needs. In order for us to provide the level of service that you expect we need your feedback. Will you please complete the following short survey? As a token of our appreciation for your time and advice we would like to offer you a 5% discount on your next preventative maintenance service we perform for you.

In response to the questions below please indicate your level of satisfaction by marking the number 1 through 5 that represents your level of satisfaction. 1 being DISSATISFIED and 5 being SATISFIED.

Ease of placing a service request?	1	2	3	4	5
Courtesy and helpfulness of the service writer taking your request?	1	2	3	4	5
Response time in repairing your equipment?	1	2	3	4	5
Courtesy and helpfulness of the service technician?	1	2	3	4	5
Service technician's ability to explain the problems with your equipment?	1	2	3	4	5
Your satisfaction in the way your problems were resolved?	1	2	3	4	5
Is our service pricing competitive?	1	2	3	4	5
Information provided on the invoice about the repair and charges?	1	2	3	4	5
Notification that your equipment was repaired?	1	2	3	4	5
Overall level of satisfaction with our service?	1	2	3	4	5
Please give us suggestions that will help improve our service.	<u>CUSTOMER NAME</u> <u>CONTACT</u> <u>PHONE</u> <u>MACHINE MAKE</u> <u>MODEL</u> <u>SN#</u>				

Please return this document to me by fax 801-936-3896, by email flewis@mescoequipment.com or mail to Service Survey 295 So Redwood Rd. NSLC, UT 84054

Thank you for opinion and help

Farrel Lewis
Product Support Manager