



Lift Shop Pty Ltd, trustee for Lift Shop Trust  
 ABN 65 193 317 692 License No: 215101C  
 Toll Free Help Centre: 1800 440 714 Fax: 02 9666 3949  
 www.liftshop.com.au

*life with style*<sup>®</sup>

Part of the Lift Shop Group  
 Australia's Leading Residential & Limited Mobility Lift Company

## Customer Satisfaction Questionnaire

Site Identifier:  
 Address of Lift:  
 Type of Lift: ]

Lift Shop cares about its customers. Our goal is to be the best!  
 That is the best lifts, the best value and the best service. Your feedback helps us continually improve.

We thank you for helping us completing this document and for giving us the opportunity to be of service.

Please mark (x). A mark of **5** is **great**, **3** is **satisfactory** and **1** is very **poor**. Or blank if Not Applicable

### When planning the lift

	5	4	3	2	1
Selecting the best lift from the range was easy and logical.		X			
The documentation describing the lift was complete and accurate.		X			
Sales staff, were always informed, courteous, helpful and prompt	X				
Positive guidance and assistance was provided so that we understood our obligations and works.	X				

### When preparing the site and installing the lift

	5	4	3	2	1
We were kept informed of progress leading to start on site	X				
We were assisted in the site preparation leading to start on site.	X				
Start on site date was as agreed and works proceeded promptly.	X				
The installation team was helpful and professional	X				
The installation team was ALWAYS SAFE and CLEAN in its duties	X				
The lift team finished properly, completely and on time.	X				
Everything happened as I believed it would, ie to my <b>full</b> satisfaction	X				

### After the lift was installed

	5	4	3	2	1
The lift handed to me was complete, clean, and appeared as expected	X				
The workings of the lift was fully explained to me and the lift operated that way	X				
Maintenance requirements and after sales help was properly described	X				
Riding the lift made me feel safe and confident	X				
We like the lift that we have	X				

### General

	5	4	3	2	1
You would recommend LIFT SHOP for other works	X				
You would use LIFT SHOP again	X				

May we use you as a reference?  If you do not consent to our using your name or comments made by you on this Form in our advertising materials, please tick the following box:

Other comments: (please add a page if you wish)

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.....

Name: ..... (or blank if you wish) Date: 14/10/2016

HEAD OFFICE: 1775 Corrish Circle Eastgardens 2036  
 SHOWROOMS: Sydney (175 Corrish Circle Eastgardens 2036 T: 02 9666 3939), Melbourne (111 Belgium Avenue Richmond 3121 T: 03 9421 4222), Brisbane (HOME Ideas Centre 66 Merivale Street South Bank 4101 T: 07 3014 0633), Perth (Home Base Expo 55 Salvado Road Subiaco 6008 T: 08 9460 0666)