

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
liftshop.com.au

The award winning leader

Customer Satisfaction Questionnaire

Site Identifier:
Address of Lift
Type of Lift:
Property Type:

Our goal is to be the best at what we do - best lifts, best value and best service. Your feedback helps us continually improve. Thank you for helping us by completing this CSQ.

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

Was selecting the appropriate lift from the range easy and logical

Was the documentation describing the lift complete and accurate

Were the sales staff always informed, courteous, helpful and professional

Was positive guidance and assistance provided so that you understood your obligations and works required

When preparing the site and installing the lift	5 4 3 2 1
Were you kept informed of progress leading to start on site	V ,
Were you assisted with site preparation leading to start on site	V,
Was the start on site date as agreed and works proceeded promptly	, <
Were the installation staff helpful and professional	\
Were the installation staff always safe and clean in their conduct	V
Did the installation staff finish the lift properly and complete it on time	✓
Did everything happen as you believed it would, i.e. to your full satisfaction	

Installation	3 4 3 2 1
Was the lift handed over complete, clean, and appeared as you expected	
Were the workings of the lift fully explained to you	\ ,
Did the lift function how you expected	
Were the maintenance requirements and after sales support properly described	✓
Did riding the lift make you feel safe and confident	
Were you satisfied with the lift installed and the service provided by Lift Shop	/

General	5 4 3 2 1
Would you recommend Lift Shop to others	√
Would you use Lift Shop again	√
May we use you as a reference? Yes No	

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

The suys Dagren Tray all	Intlory were Santastic
Name:	(or blank if you wish) Date: 21/12/2016
Your Company: (if applicable)	Contact Phone:

HEAD OFFICE	SHOWROOMS	Sydney	Melbourne	Brisbane	Perth	Los Angeles
1/75 Corish Circle		1/75 Corish Circle	1/1 Belgium Avenue	Build and Design Centre	Home Base Expo	Pacific Design Center
Eastgardens 2036		Eastgardens 2036	Richmond 3121	66 Merivale Street	55 Salvado Road	8687 Melrose Avenue, Suite B-110
		P 02 9666 3939	P 03 9421 4222	South Bank 4101	Subiaco 6008	West Hollywood CA 90069
				P 07 3014 0633	P 08 9460 0666	P 855 326 8847



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www.liftshop.com.au

life with style"

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

Customer Satisfaction Questionnaire

	e Identifier:					
	dress of Lift: pe of Lift: FREEDOMLIFT Property Type: RESIDENTIAL					
ı y	TREEDOMENT TOperty Type. RESIDENTIAL					
Lift	Shop cares about its customers. Our goal is to be the best!					
	at is the best lifts, the best value and the best service. Your feedback helps us continually improv	e.				
We	thank you for helping us completing this document and for giving us the opportunity to be of s	ervice	€.			
	Please mark (x). A mark of 5 is great, 3 is satisfactory and 1 is very poor. Or blank	if Not	Appli	icab	le	
			, .pp			
,	When planning the lift	5	4	3	2	1
	Selecting the best lift from the range was easy and logical.		×			
	The documentation describing the lift was complete and accurate.		*			
	Sales staff, were always informed, courteous, helpful and prompt		x			
	Positive guidance and assistance was provided so that we understood our obligations		K			
Į	and works.					
	Miles a managing the site and installing the lift	5	A	2	2	
1	When preparing the site and installing the lift We were kept informed of progress leading to start on site	3	4	3	2	1
			×			
- 1	We were assisted in the site preparation leading to start on site.	+-	×			\vdash
-	Start on site date was as agreed and works proceeded promptly. The installation team was helpful and professional.	-				+
-	The installation team was helpful and professional The installation team was ALWAYS SAFE and CLEAN in its duties	+-	X (+
- 1		_	*			\vdash
- 1	The lift team finished properly, completely and on time. Everything happened as I believed it would, ie to my full satisfaction	+	*		-	\vdash
l	Everything happened as i believed it would, le to my <u>full</u> satisfaction					
	After the lift was installed	5	4	3	2	1
- [The lift handed to me was complete, clean, and appeared as expected	+	×	Ť	_	
	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		×		y	
ı	Riding the lift made me feel safe and confident		7			
	We like the lift that we have		>			
	General	5	4	3	2	1
[You would recommend LIFT SHOP for other works		×			
	You would use LIFT SHOP again		×			
Ма	y we use you as a reference? Label If you do not consent to our using your name or co	omme	ents i	mad	e bv	vou on
					,	,
tni	s Form in our advertising materials, please tick the following box: L					
Oth	ner comments: (please add a page if you wish)					
••••						
Na	me: (or blank if you wish) Date: 10/8					
HE⁄	ND OFF SHOWROOMS Sydney Melbourne Bris	sbane			Perth	
Co	ntact Your Company:		s Centr			Base Expo
	Eastgardens 2036 Richmond 3121 66	Merival	le Stree	t	55 Sal	vado Road
			k 4101			o 6008 460 0666
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Lift Shop Pty Ltd, trustee for Lift Shop Trust ABN 65 193 317 692

NSW: 1/75 Corish Circle Eastgardens 2036 T: (02) 9666-3939 F: (02) 9666-3949

> 1/1 Belgium Avenue Richmond 3121 T: (03) 9421-4222 F: (03) 9421-4333

Toll Free: 1800 440 714 www.liftshop.com.au

Customer Satisfaction Questionnaire

Type of Lift: ELFO WITH SHAFT Property Type: COMMERCIAL

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.

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.	7				
Sales staff, were always informed, courteous, helpful and prompt	X				
Positive guidance and assistance was provided so that we understood our	10				
obligations and works.	1				
When preparing the site and installing the lift	5	4	3	2	1
We were kept informed of progress leading to start on site	1			1,50	
We were assisted in the site preparation leading to start on site.	T	_	\vdash		
Start on site date was as agreed and works proceeded promptly.	V				
The installation team was helpful and professional	X	-			
The installation team was ALWAYS SAFE and CLEAN in its duties	7	-			
The lift team finished properly, completely and on time.	1				
Everything happened as I believed it would, ie to my <u>full</u> satisfaction	12				
everything happened as i believed it would, le to my <u>ium</u> satisfaction	1				
After the lift was installed	5	4	3	2	1
The lift handed to me was complete, clean and looked great (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	1		3		
You would use LIFT SHOP again	1				
ny we use you as a reference: yes / no ner comments: (please add a page if you wish) ** KORROTHA LIFT INSTALLATION - CREAT JOB, EXCERCIT	ct. 1	in	15H	 (
tenants Happy. Thanks				•••	
me: (or blank if you wish) Date:					
dress:					
	4				



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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: FREEDOMLIFT

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Property Type: COMMERCIAL

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.

HEAD OFFICE L/75 Corish Circle Eastgardens 2036	SHOWROOMS	Sydney 1/75 Corish Circle	Melbourne 1/1 Belgium Avenue	Brisbane Home Idea			Perth	Base Exp
Contact Phone:	Your Compar	ıy						
		187	24.44	-				
Name:	(or b	lank if you wish)	Date):				
				••••••				
Other comments: (please add a page if you wish)							
on this Form in our advertising materials								S2 4 23733744
May we use you as a reference?	If you do not	consent to our	using your name	or comm	ents	ma	de bv	vou
You would use LIFT SHOP again				/				
You would recommend LIFT SHOP fo	r other works			1				
General				5	4	3	2	1
We like the lift that we have				1				
Riding the lift made me feel safe and d		oroperly describe		1				
The workings of the lift was fully expla Maintenance requirements and after s								
The lift handed to me was complete, o				/			-	
After the lift was installed				5	4	3	2	1
Everything happened as I believed it v	vould, ie to my	tuli satisfaction						
The lift team finished properly, comple	tely and on tim	e.		/				
The installation team was ALWAYS S.	AFE and CLEA			/				
The installation team was helpful and	professional			/				
Start on site date was as agreed and v				1				
We were kept informed of progress lead We were assisted in the site preparation				1	/			
When preparing the site and installi		a aita		5	4	3	2	1
works.	oc sent undergraft							
Positive guidance and assistance was	provided so th	at we understood	d our obligations a	and				
Sales staff, were always informed, cou								
Selecting the best lift from the range was The documentation describing the lift value.				1				
When planning the lift		elea!		5	4	3	2	1
S	real, 3 15 Salis	nactory and T is	s very poor. Or					
Please mark (x). A mark of 5 is g	ing this docur	11 5 1	12. U. U.	hlank if	Not		licah	اما
		11 5 1	12. U. U.					

T: 02 9666 3939

T: 03 9421 4222

South Bank 4101

T:07 3014 0633

Subiaco 6008

T: 08 9460 0666