

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	5	4	3	2	1
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		✓			
Were you assisted with site preparation leading to start on site		✓			
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		✓			
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	5	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 guys Darren, Troy & Anthony were fantastic.

Name: (or blank if you wish) Date: *21/12/2016*

Your Company: (if applicable) Contact Phone:



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

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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** Property Type: **RESIDENTIAL**

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 full satisfaction					

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)

Name: (or blank if you wish) Date: 10/8

HEAD OFF
 Contact
 1/75 Coris

SHOWROOMS	Sydney	Melbourne	Brisbane	Perth
Your Company	1/75 Coris Circle Eastgardens 2036 T: 02 9666 3939	1/1 Belgium Avenue Richmond 3121 T: 03 9421 4222	Home Ideas Centre 66 Merivale Street South Bank 4101 T:07 3014 0633	Home Base Expo 55 Salvado Road Subiaco 6008 T: 08 9460 0666



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 NSW: 1/75 Corish Circle Eastgardens 2036
 T: (02) 9666-3939 F: (02) 9666-3949
 VIC: 1/1 Belgium Avenue Richmond 3121
 T: (03) 9421-4222 F: (03) 9421-4333
 Toll Free: 1800 440 714 www.liftshop.com.au

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Customer Satisfaction Questionnaire

Type of Lift: **ELFO WITH SHAFT** Property Type: **COMMERCIAL**

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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 <u>full</u> satisfaction	X				

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	X				
You would use LIFT SHOP again	X				

May we use you as a reference: yes / no

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

RE: KORRATHA LIFT INSTALLATION - GREAT JOB, EXCELLENT FINISH.
 All tenants Happy. Thanks

Name: _____ (or blank if you wish) Date: _____

Address: _____

Contact Phone: _____ Your Company: _____



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Positive guidance and assistance was provided so that we understood our obligations and works.					

When preparing the site and installing the lift	5	4	3	2	1
We were kept informed of progress leading to start on site	/				
We were assisted in the site preparation leading to start on site.	/				
Start on site date was as agreed and works proceeded promptly.	/				
The installation team was helpful and professional	/				
The installation team was ALWAYS SAFE and CLEAN in its duties	/				
The lift team finished properly, completely and on time.	/				
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After the lift was installed	5	4	3	2	1
The lift handed to me was complete, clean, and appeared as expected	/				
The workings of the lift was fully explained to me and the lift operated that way	/				
Maintenance requirements and after sales help was properly described	/				
Riding the lift made me feel safe and confident	/				
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	/				

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)

Name: (or blank if you wish) Date:

Contact Phone: Your Company: