



Bedre' Fine Chocolate, 2001 West Airline Road, Pauls Valley, OK 73075, Phone: (405)207-9320 [www.bedrechocolates.com](http://www.bedrechocolates.com)

### Customer Satisfaction Survey

Your satisfaction is very important to us. Please take a few minutes to answer the following questions. Feedback you provide on this survey will help us evaluate and improve our products and services to better meet your expectations.

**1. How would you rate your overall satisfaction with Bedre'?**

SELECT ONE ANSWER ONLY.

- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied

**2. What do you like most about Bedre'?**

SELECT ONE ANSWER ONLY.

- Communication
- Customer Service
- Products
- Quality

**3. What aspect of Bedre' could we improve?**

SELECT ONE ANSWER ONLY.

- Communication
- Customer Service
- Order processing time
- Products
- Quality
- Shipping
- Website

**a. Comments or suggestions for improvement:**

WRITE IN ANSWER.

**4. Who has been your main point of contact at Bedre'?**

SELECT ONE ANSWER ONLY.

- Customer Service
- Sales Representative

**5. If applicable, how would you rate your level of satisfaction with your sales representative?**

SELECT ONE ANSWER ONLY.

- |  |  |
|--|--|
| <input type="checkbox"/> Very Satisfied                    | <input type="checkbox"/> Dissatisfied      |
| <input type="checkbox"/> Satisfied                         | <input type="checkbox"/> Very Dissatisfied |
| <input type="checkbox"/> Neither Satisfied or Dissatisfied |  |

**6. Has there ever been an issue with your order?**

SELECT ONE ANSWER ONLY.

- |                              |                             |                                |
|------------------------------|-----------------------------|--------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <b>If no, go to question 9</b> |
|------------------------------|-----------------------------|--------------------------------|

**7. How well did we resolve the issue?**

SELECT ONE ANSWER ONLY.

- |                                    |                                    |                               |                               |                               |
|------------------------------------|------------------------------------|-------------------------------|-------------------------------|-------------------------------|
| <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |
|------------------------------------|------------------------------------|-------------------------------|-------------------------------|-------------------------------|

**8. What did the issue involve?**

SELECT ONE ANSWER ONLY.

- |   |  |
|---|--|
| <input type="checkbox"/> Billing            | <input type="checkbox"/> Product Quality |
| <input type="checkbox"/> Delivery           | <input type="checkbox"/> Other _____     |
| <input type="checkbox"/> Incorrect Products |  |

**9. Would you recommend Bedre' to a friend, relative or associate?**

SELECT ONE ANSWER ONLY.

- |                                     |                                |                                     |                                |
|-------------------------------------|--------------------------------|-------------------------------------|--------------------------------|
| <input type="checkbox"/> Definitely | <input type="checkbox"/> Maybe | <input type="checkbox"/> Not Likely | <input type="checkbox"/> Never |
|-------------------------------------|--------------------------------|-------------------------------------|--------------------------------|

**Please provide additional comments in the space provided below:**

WRITE IN ANSWER.

**Thank you for taking the time to complete this survey!**

**NOTICE**

**Return your completed survey by January 31, 2012 and receive a 5% discount off your next order placed with us before May, 2012. Use Promotion Code: SURVEY12.**