**Customer Feedback Form – Karura Workshop**

**Getting things right for you is an important part of what we do – and we would like to get feedback about your experience with us.**

**Please fill in the relevant sections below– this will help us serve you better.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Excellent | Good | Fair | Poor |
| **PRODUCT QUALITY** |  |  |  |  |
| Quality of timber |  |  |  |  |
| Quality of the furniture |  |  |  |  |
| Quality of fancy Item |  |  |  |  |
| Quality of the aloe product |  |  |  |  |
| **SERVICE QUALITY** |  |  |  |  |
| Quality of the drying service (Based on M.C) |  |  |  |  |
| Quality of other services offered (planning, moulding e.t.c) |  |  |  |  |
| Staff Courtesy |  |  |  |  |
| How was the product/service timelines |  |  |  |  |
| **Service Timelines** | **0-5 mins** | **5-10 mins** | **10-15 mins** | **Over 15 mins** |
| How fast were you served |  |  |  |  |
| Additional information……………………………………………………………………………………………………………………………  ………………………………………………………………………………………………………………………………………………….…………………………………………………………………………………………………………………………………………...... | | | | |

**Thank you for your feedback**