

HELP US IMPROVE :)

TYPE OF CUSTOMER PRIVATE HORECA

CUSTOMER / CORPORATE NAME

Optional _____

CONTACT PERSON optional _____

CITY _____

1 HOW DID YOU HEAR ABOUT OUR WINERY ?

WORD OF MOUTH INTERNET RESTAURANT ADVERTISING

2 HAVE YOU VISITED OUR WINERY? HOW DO YOU RATE OUR PREMISES IN TERMS OF CLEANLINESS, ORDERLINESS, FACILITIES:

EXCELLENT GOOD REASONABLE ADEQUATE POOR

3 WHAT ATTRACTED YOU MOST TO CHOOSE OUR PRODUCT?

BRAND PRODUCT IMAGE QUALITY OTHER TELL US MORE...

4 WHICH PRODUCT/S DID YOU CHOOSE?

5 DOES THE PRODUCT OFFER GOOD VALUE FOR MONEY?

YES NO IF NOT, WHY?

6 HOW DO YOU RATE THE PRODUCT'S IMAGE ?

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DO YOU HAVE ANY SUGGESTIONS?

7 HOW DO YOU RATE THE QUALITY OF THE SERVICE IN TERMS OF DELIVERY TIMES, INTEGRITY OF GOODS, CONFORMITY WITH ORDER?

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COMMENTS:

8 HOW DO YOU RATE YOUR TERMS OF PURCHASE?

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COMMENTS:

9 HOW DO YOU RATE YOUR CONTACT PERSON IN THE COMPANY IN TERMS OF COURTESY, COMPETENCE AND SPEED IN SOLVING ANY PROBLEMS?

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THANK YOU FOR GIVING UP YOUR TIME :))