



Client Feedback Form					
Please email the completed survey to Laura at MarketFresh Labs: <a href="mailto:laura@marketfreshlabs.com">laura@marketfreshlabs.com</a>					
Company Name:			Date:		
Contact Name:			Job Title:		
<p><i>Please take a few moments to rate our performance in each of the areas below.</i></p> <p><i>The information you provide will enable us to be more responsive to your needs and provides us with valuable data towards our continuous improvement.</i></p> <p><i>We thank you in advance for your participation.</i></p>					
	Excellent	Good	Fair	Needs Improvement	Not Applicable
	✓	✓	✓	✓	✓
1. When you call our company, is your overall phone experience handled in a professional manner?					
2. How would you rate the ease of the sample submission process?					
3. How would you rate the accuracy and timeliness of our reporting procedure?					
4. If you have had a problem with a service that we provide, was it handled in a professional and timely manner?					
5. In your view, how does our company rate overall?					
Any other comments or suggestions you may have to help us improve our service:					
Would you like someone to follow up with you on any concerns/complaints: Yes <input type="checkbox"/> No <input type="checkbox"/>					
Client Email (optional)			Client Phone (optional):		