

Customer Satisfaction Survey

Dear Customer,

We would like your help. In order to provide you with the very best service, we would like to know how you feel we are doing in meeting your shipping needs. Your answers to the questions below will direct us to areas needing improvement. Please take a moment to fill out this form. We value your business and will continue to strive to provide you with the best possible service in Hawaii. Your responses will greatly help us in this regard.

Thank you for your assistance.
Glenn Griley, President

Aloha appreciates your time spent giving us your feedback. Mahalo!

	Fantastic!	Satisfied	Dissatisfied	No Opinion
1. Please rate how satisfied you are with our telephone courtesy, promptness, and follow-through				
Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sales	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dispatcher	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. How are we doing with our pickup or delivery service as it relates to:				
Timely arrival of driver and equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courteous drivers with good attitude, appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freight handled in a proper manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. How do we handle your special requests or emergencies?				
Response in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With a positive, willing attitude and spirit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. How are we doing with our sales representation? Does your sales associate:				
Maintain sufficient communication with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understand your business and needs, offer solutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possess knowledge of Aloha's services, capabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take a genuine interest in you or your company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. How has your experience been with our accounting department?				
Invoices are received timely:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Invoices are accurate:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. How are we meeting your technological information needs?				
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Will you do business with us again or continue to use our service?

Yes No

8. Would you refer someone to use us for their shipping needs?

Yes No

9. Are you currently using air freight service to or from Hawaii

Yes No

Future Plan

10. Are you currently selling your products on the Internet

Yes No

Future Plan

I prefer my responses to be kept anonymous

We welcome your additional comments and suggestions:

Customer Name

Contact:

Phone:

Email:

If you would like to discuss any aspect of our service, please give me a call toll free at (888) 744-7256 (SHIP ALOHA). You may also respond to gg@alohafreight.com or make a note in the comments and I will call you back. Thank you for your response.