



## CUSTOMER SERVICE FEEDBACK FORM

Universal Fabricating is dedicated to providing excellent customer service to all of our customers and strives to meet everyone's needs. This Customer Service Feedback Form provides us with important information regarding our policies and procedures.

This form is available in accessible formats, upon request.

1. Please tell us the date(s) that you used our service or visited our facility:

Date(s): \_\_\_\_\_

2. Were you satisfied with the customer service we provided you?

Yes       No       Somewhat:

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Was our customer service provided to you in an accessible manner?

Yes       No       Somewhat:

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Did you experience any problems accessing our building or services?

Yes       No       Somewhat:

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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This Customer Service Feedback Form is used to assist Universal Fabricating as a tool to improve its policies and processes where needed. If you would like to hear back from our Human Resources, please feel free to fill out your contact information below. Your contact information is voluntary and will not be shared publicly.

Your Contact Information (optional):

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_