



Palmer's IT Consulting ABN #: 27 140 920 814

11 Meredith Street
Banyo QLD 4014
www.palmersit.com

PO Box 255
Banyo QLD 4014

Ph: 07 3267 0089
Fax: 07 3267 8293

Email: desley@palmersit.com

Client Survey Form

We want to serve you better and are committed to continuously improving our client service standards. To let us do this, let us know what you think!
Please return this form to Desley Palmer.
(Only one entry per person and must be employed by clients of Palmer's IT.) **Good Luck in the Draw!**
Alternatively you can write on this form and return it to us anonymously. We thank you for your participation.

Full Name:
Phone:

Date:

- 1) Have you checked out our new website User Guide link ? Yes No
- 2) Have you used fast support with Palmers software support? Yes No
- 3) Have you used fast support NOT with Palmers software support? Yes No
- 4) Which Palmers software is used by you in workplace?
 Charters Education Code of Conduct Maintenance Purchases
 Ticketing Supply Cupboard Runs
- 5) How would you rate the service provided by Palmers IT?
 Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied
- 6) Have you read any of the user guides for the software that you use? Yes No
- 7) Do you even know if there is a user guide available? Yes No
- 8) How satisfied were you with the help that the user guide provided?
 Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied
- 9) How would you improve the software to better suit you companies needs?
 N.B. Please describe the screen, report, functionality, interface, shortcuts requested below
 In more Detail. We will contact you if this can be made available.
 Add functionality More Reports Screens Shortcuts
 Interface with Other Software Other

.....
.....
.....