
Customer Satisfaction (Sales) Comparison Report

**Survey Title:
Customer Satisfaction Survey**

**Administered To:
XYZ Corporation
Jan 26, 2004**

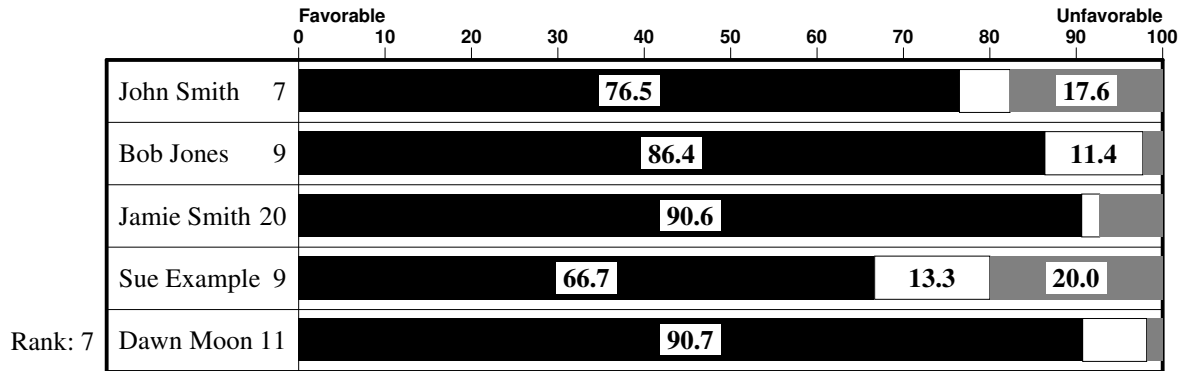
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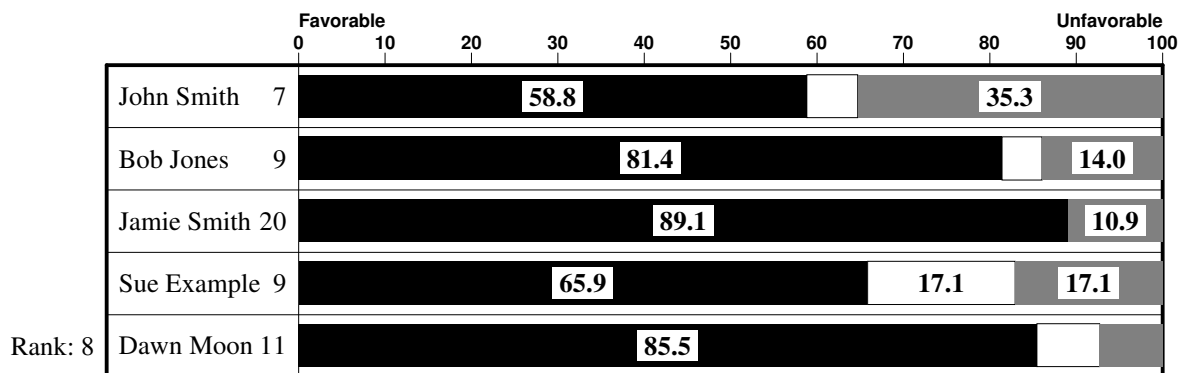
Date Administered: Jan 26, 2004

Category Summary

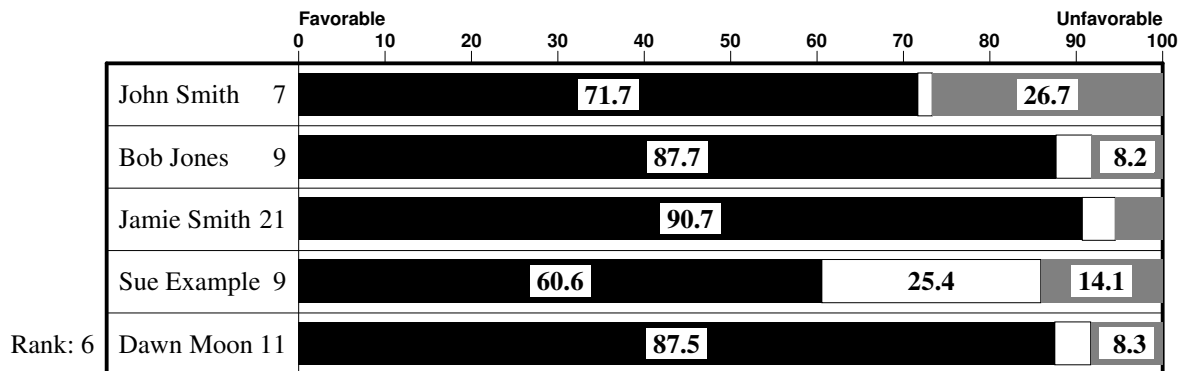
Service



Accountability



Dependability



■ = Favorable □ = Neutral ■ = Unfavorable

Results reported in a percent scale

(R) = Reversed Scoring

Rank based on: Descriptive Mean

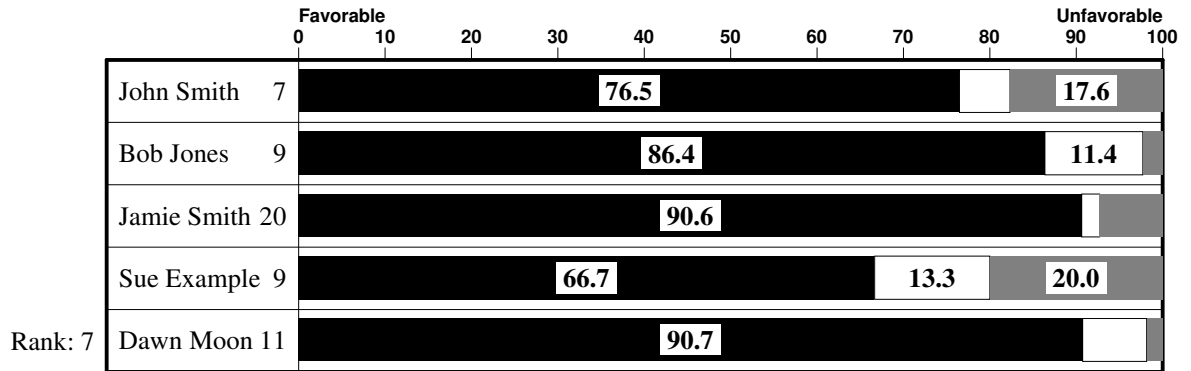
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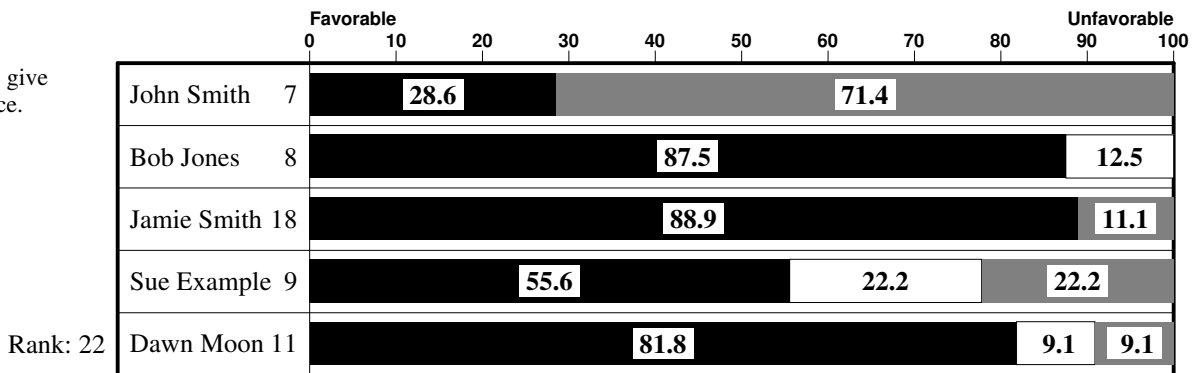
Date Administered: Jan 26, 2004

Main Report Section

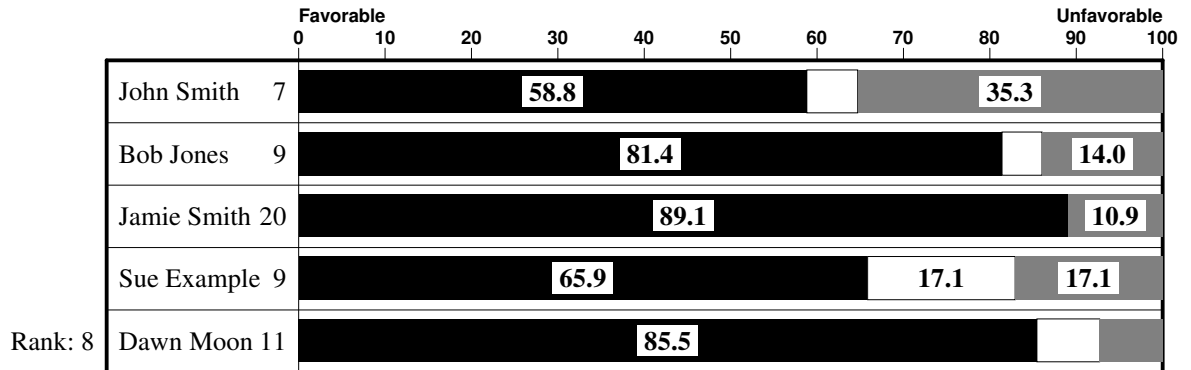
Service



7. Sales representatives give timely, prompt service.



Accountability



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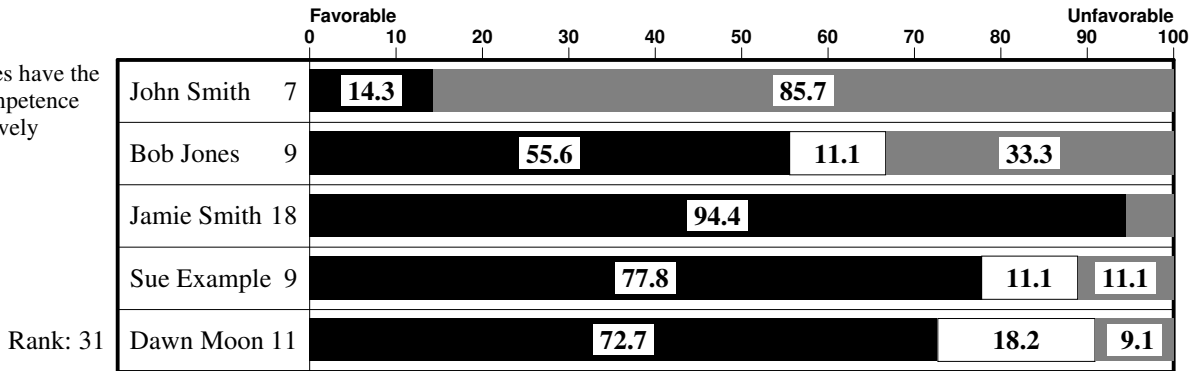
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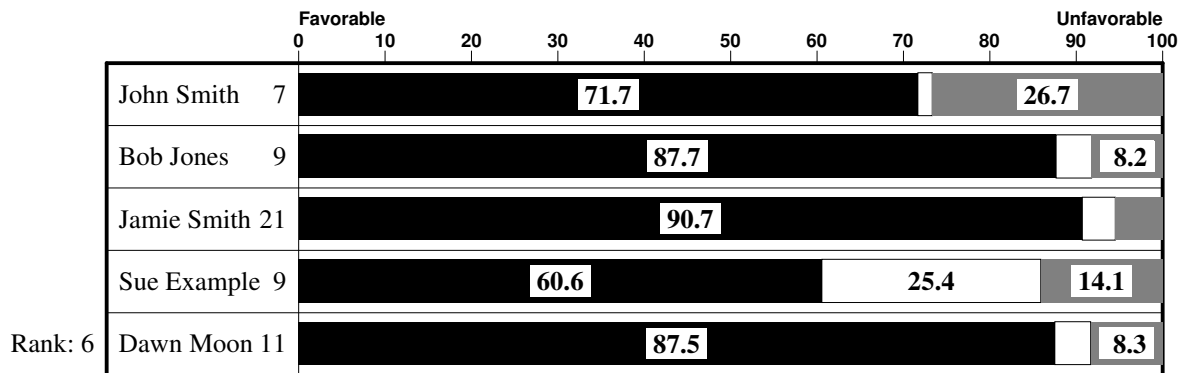
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Main Report Section

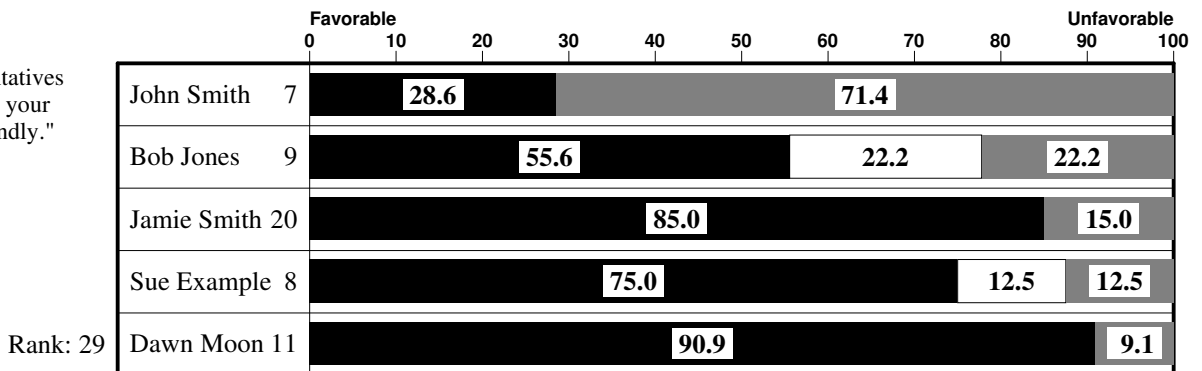
10. Sales representatives have the knowledge and competence necessary to effectively service my needs.



Dependability



20. Your sales representatives make working with your company "user friendly."



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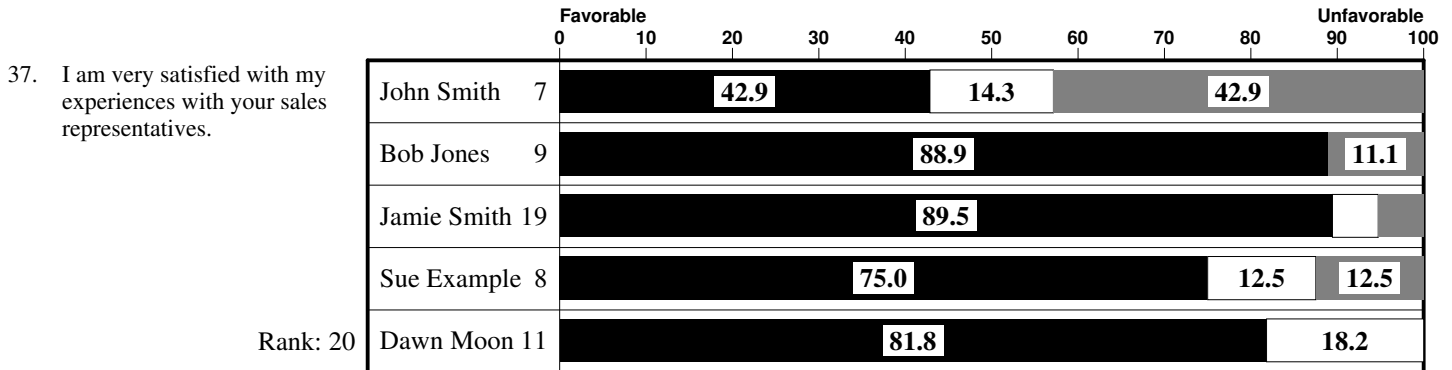
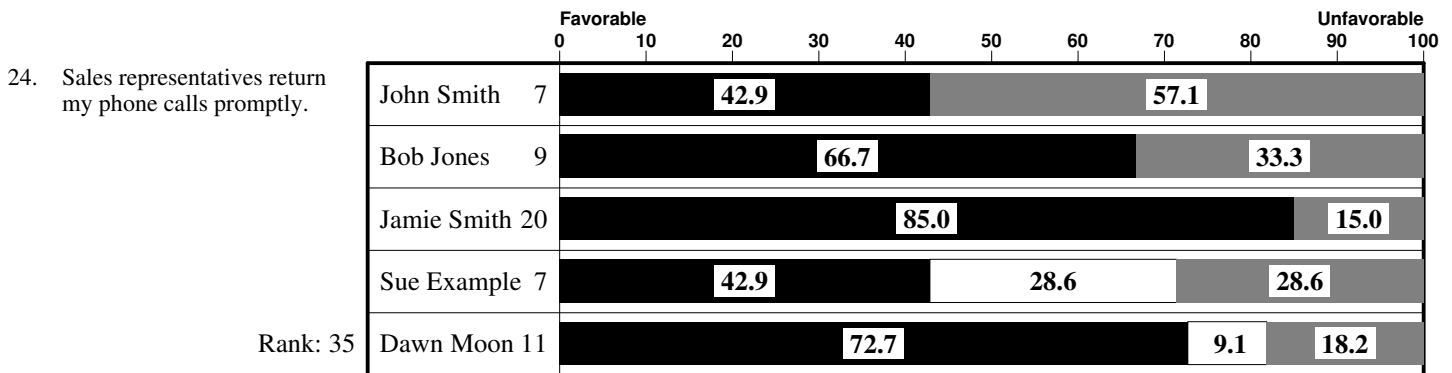
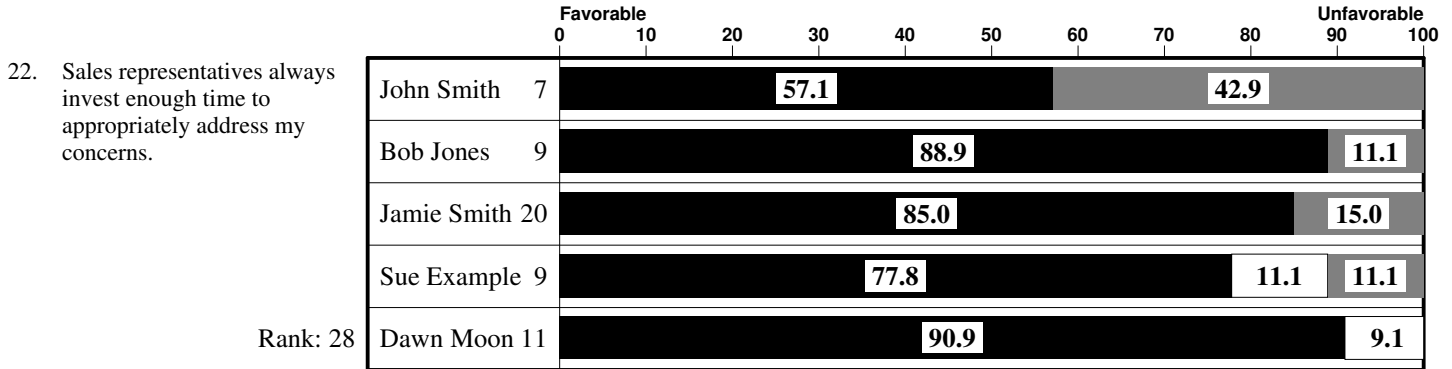
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