

		How would you rate the quality of service offered in the following areas (Please mark with X)						
5 – Excellent	4 – Good	3 – Satisfactory			2 – Poor		1 – Very Poor	
		5	4	3	2	1	N/A	Comments (If you have marked 3 or less please comment).
Enquiries / Aftercare	Prompt/Responsive	x						
	Helpful/Informative	x						
	Follow-up	x						
Staff	Manner	x						
	Communication	x						
	Knowledge	x						
Services	Quality	x						
	Met Requirements	x						
	On Time Delivery	x						
Complaints	Helpful manner						x	
	Communication						x	
	Prompt resolution						x	
		Please comment on the overall service you have received with any additional suggestion:						
		Efficient booking process and knowledgeable service engineer.						
Would you recommend the services of Aflame Fire?								YES / NO

Signature:	KRD	Date:	20-04-18
Name:	Karen Rowland-Doyle	Position:	Health, Safety and Security Manager