



We want to hear from our most valued asset, YOU!

Download form, fill out and email it to csr2@agsorlando.com or fax to 407-644-7453

WHAT SERVICES DO YOU USE? (check all that apply)

- | | | | |
|--|--|--|--|
| <input type="checkbox"/> Plan Printing | <input type="checkbox"/> Color Printing | <input type="checkbox"/> High-Speed B/W Printing | <input type="checkbox"/> Large Format Color/Scanning |
| <input type="checkbox"/> Offset Printing | <input type="checkbox"/> Finishing & Fullfilment | <input type="checkbox"/> Mounting & Laminating | <input type="checkbox"/> Desktop Publishing & Design |
| <input type="checkbox"/> Shipping | <input type="checkbox"/> CD/DVD Duplication | <input type="checkbox"/> Vehicle Wraps | |
| <input type="checkbox"/> Other _____ | | | |

EXCELLENT GOOD FAIR POOR

CUSTOMER SERVICE

- | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| How do we respond to your needs? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Orders completed on time. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Orders completed correctly. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Associates are knowledgeable | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Associates provided solutions or offered suggestions for my order | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CSR Demeanor. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

ONLINE SERVICES

- | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| Did we respond promptly to your email? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Were your files easily uploaded using My Order Desk? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Is our web-site easy to navigate? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

PICK-UP & DELIVERY

- | | | | | |
|----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Timeliness / Response Time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Driver Demeanor. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Care in Handling Jobs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Driver Appearance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

TECHNICAL ASSISTANCE.

Overall, how would you rate American Graphix Solutions performance on a scale of 1-10 (10 being the highest)? _____

COMMENTS OR SUGGESTIONS FOR IMPROVEMENTS: (Have more input? E-mail our VP, nick@agsorlando.com)

Name (optional) _____ Company _____

WE'RE LISTENING TO YOU . . .

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