

## **Customer Satisfaction Survey**

Central Stores Services 650 South 13th Street Indiana, PA 15705-1087 Phone: 724-357-4074 Fax: 724-357-2515 www.iup.edu/centralstores/

We hope that Central Stores and Receiving have lived up to your expectations! To help us better serve you, please complete this survey and click on the submit button when completed. If you desire to remain anonymous print the form and mail the form to the attention of Michele Fatora, Central Stores Office via interoffice mail. Thank you!

Date of Survey:		
Customer Name (Optional):		
Department (Optional):		
e-mail (Optional)		
Phone (Optional):		
Fax (Optional):		
Stores Representative Name:		
Central Stores responded pror	nptly to my needs.	
Stores Representative was courteous and professional.		
Stores Representative was known	owledgeable of product or service.	
Stores Representative was knowledgeable of the SAP reservation system.		
You were treated with respect by the Stores Representative.		
Stores Representative answered my questions and concerns thoroughly.		
Orders received from Central Stores are accurate.		
Items received from Central Stores are well identified.		
Items ordered were delivered within 24 hours.		
I rarely have back orders for items requested from Central Stores.		
I procure products or services weekly through Central Stores.		
Central Stores Services provides quick and accurate tracking information.		
My overall satisfaction with Central Stores Services is high.		
How can we improv	re?	
•		