



QUALITY SCALE SURVEY

| | |
|-----------|--------|
| Name: | Phone: |
| Company: | Email: |
| Position: | |

For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale above to select the quality number.

| Description/Identification of Survey Item All questions are on a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely Satisfied," | Scale | | | | |
|---|------------------|------|---|---|---|
| | P o o r | Good | | | E x c e l l e n t |
| 1. How would you rate the overall quality of your relationships with Pyramid Technical, considering all of your experiences with them? | 1 | 2 | 3 | 4 | 5 |
| 2. How would you rate your level of satisfaction with Pyramid Technical in regards to customer service? | 1 | 2 | 3 | 4 | 5 |
| 3. How would you rate your level of satisfaction with Pyramid Technical in regards to price? | 1 | 2 | 3 | 4 | 5 |
| 4. How would you rate your level of satisfaction with Company ABC in regards to value? | 1 | 2 | 3 | 4 | 5 |
| 5. How would you rate the level of satisfaction with the quality of candidates Pyramid Technical Submitted? | 1 | 2 | 3 | 4 | 5 |
| 6. How would you rate the level of satisfaction with the number of candidates Pyramid Technical Submitted? | 1 | 2 | 3 | 4 | 5 |
| 7. How would you rate Pyramid Technical on the length of time it took to find a qualified Candidate? | 1 | 2 | 3 | 4 | 5 |
| 8. Thinking about your most recent contact, how would you rate the representative's ability to help you or to get you to someone who could help you? | 1 | 2 | 3 | 4 | 5 |
| 9. In addition, how would you rate the representative on being courteous? | 1 | 2 | 3 | 4 | 5 |
| 10. How would you rate the representative on helpfulness, in other words, a willingness to assist you? | 1 | 2 | 3 | 4 | 5 |
| 11. How would you rate the representative's overall knowledge of your problem or question? | 1 | 2 | 3 | 4 | 5 |
| 12. How likely are you to repurchase services from Pyramid Technical? Would you say the chances are | 1 | 2 | 3 | 4 | 5 |
| 13. How likely are you to recommend Pyramid Technical to a coworker or professional colleague? Would you say the chances are ... | 1 | 2 | 3 | 4 | 5 |
| 14. How would you rate your level of overall satisfaction with Pyramid Technical? | 1 | 2 | 3 | 4 | 5 |