**CITE MS Customer Service Ethics Evaluation Survey**

Please take a moment to complete this survey.

The results of this survey will help us evaluate our performance against the Company’s Code of Ethics. All responses are anonymous.

**Part A:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rate how much you agree/disagree with each statement | Strongly Disagree | Somewhat Disagree | Somewhat Agree | Strongly Agree |
| Service representatives follow professional standards of conduct |  |  |  |  |
| Service representatives appear to be well trained/knowledgeable |  |  |  |  |
| I believe service representatives acted in my best interest and was interested in helping me |  |  |  |  |
| Overall I am satisfied by the service provided by CITEMS |  |  |  |  |
| I believe the advice about the products and services was honest and aimed to meet my business needs |  |  |  |  |
| I feel confident with CITEMS handling my personal information |  |  |  |  |
| I feel safe when I visit CITEMS premises |  |  |  |  |
| I feel that services and products provided by CITEMS can help me improve or enhance my quality of life |  |  |  |  |

**Part B:**

**Which area of our service could we improve in the future?**

|  |
| --- |
| Professionalism |
| Representative’s range of knowledge |
| Range of offered products and service |
| Safety on CITEMS premises |
| Communication skills |
| Handling of personal information and confidentiality |
| Availability of a more sustainable alternative of products/services |

**Part C:**

If you have any other suggestions on how we could improve our services, please write them down in the section below:

|  |
| --- |
|  |