

Customer Satisfaction Feedback

Store My Goods - Feedback Form

We value your feedback! Please take a moment to share your experience with Store My Goods. Your input helps us improve our services and serve you better.

* Name

* How was your overall experience?



* Rate the Buddy (Pick up Manager) based on the following criterias:

Did the team arrive on time?



Were they courteous and respectful during the interaction?



Was handling and packaging done smoothly?



Was the pick up delivery process smooth?



* Rate the sales team based on the following criterias:

How well did the sales consultant understand your storage?



Was the consultant clear in explaining pricing, plans and process?



How would you rate the consultant's professionalism and courtesy?



How transparent was the consultant about charges, process and policies?



How would you rate their follow up and responsiveness after the initial call?



Did the consultant help you make a well-informed decision?



* Rate the Customer Experience Team based on the following criterias:

Submit

Did the customer
experience
representative
explain the
Onboarding
(KYC /
Declaration)
process clearly?



Were they
courteous and
respectful during
the interaction?



Was a timely
resolution
provided to you
if any issues
were faced?



Was the
communication
Clear and
simple?



* How likely would you recommend Store my goods to a friend or colleague?

0

5

10



Unlikely

Maybe

Very Likely

* Did any of our team members ask for any kind of tip?

☐

Yes

☐

No

If yes, kindly provide extra details.

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What did you like the most about our service?

0 / 5000

We're always looking to improve, how can we do better?

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