



Client Survey

McGrath Systems believes that Customer Service is the foundation of our company. We take pride in our core values of honesty, integrity and hard work.

With that in mind, please take a moment to complete this Customer Service Survey. Understanding your needs and requirements are important to us. Your response will contribute to delivering the excellence you require and deserve.

Use the following scale to rate McGrath Systems' service. Your additional comments are welcome.

- 1 – Dissatisfied
- 2 – Does not meet Expectations
- 3 – Satisfied
- 4 – Good
- 5 – Exceeds Expectations

(Please circle)

Evaluate the quality of candidates you receive from McGrath Systems.	1	2	3	4	5
Evaluate the “fit” of the candidates presented by McGrath Systems.	1	2	3	4	5
Evaluate the responsiveness of McGrath Systems for resolving issues.	1	2	3	4	5
Evaluate the speed in which McGrath Systems fills positions.	1	2	3	4	5
Evaluate your overall customer service contact with McGrath Systems.	1	2	3	4	5
Evaluate McGrath Systems' accuracy and timeliness on invoicing.	1	2	3	4	5
Evaluate the overall professionalism of your Account Executive.	1	2	3	4	5
Evaluate your overall satisfaction with the level of service you receive.	1	2	3	4	5

Additional Comments: _____

Please list any business associates or friends you would like to refer to McGrath Systems.

