

NIH Supply Center

Customer Services Survey

Date: _____
Your name: _____
Organization name: _____
Phone number: _____
Email Address: _____



**Cost,
Convenience,
Customer
Services – We
are right next
door!**

Please evaluate us in the following:

1. Customer Services and Assistance:

5 Excellent__ 4 Very good__ 3 Good __ 2 Fair__ 1 Poor __ N/A __

2. Quality of Products & Services:

5 Excellent__ 4 Very good__ 3 Good __ 2 Fair__ 1 Poor __ N/A __

3. Our Performance Against your Expectations:

5 Excellent__ 4 Very good__ 3 Good __ 2 Fair__ 1 Poor __ N/A __

4. On time Shipment / Delivery:

5 Excellent__ 4 Very good__ 3 Good __ 2 Fair__ 1 Poor __ N/A __

Marketing feedback

Did you learn about the products you purchased from any of the Supply Center's marketing initiatives listed below?

(PLEASE SELECT ALL THAT APPLY)

- ☐ Promotional email from Supply Center
- ☐ Table tent advertisement in the cafeterias
- ☐ Supply Center booth (at a vendor show or research festival, for example)
- ☐ Supply Center promotional flyer
- ☐ Vendor demo at the Building 10 store or Building 31 store
- ☐ *No, I did not learn about any of these products from the initiatives listed above*

Please provide additional comments. _____

Thank you for taking the time to fill out this survey. Please turn it in at the Stores in Building 10 or 31 or scan and email to : NIHSC-CustomerService@od.nih.gov

You can also fax it at 301-480-8875. If you have any questions please contact NIHSC Customer Service at: 301-496-9156/9157