

As part of the laboratory's continuous improvement programme, McDowell + Service would like to know if you would be interested in settling your account using a credit card? Would you consider paying via this method, please be aware that it would incur an additional bank fee of 2.5%.

YES NO

If you have any questions or comments on this topic please let us know.

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McDowell + Service
Dental Laboratory Ltd.

**Customer
Survey**

4c Dargan Court Dargan Crescent Belfast BT3 9JP
Tel: 028 9037 0708 Fax: 028 9077 2647
www.mcdowell-service.com
E-mail: enquiries@mcdowell-service.com

Fill in the survey and return in the addressed envelope provided and you will be entered into a draw to

WIN AN EASTER HAMPER

Dear Colleague,

Our aim at McDowell + Service Dental Laboratory is to provide you and your patients with the best products and an excellent service.

In order to assess our quality and provide continuous improvement, I would be grateful if you could complete the enclosed survey form and return it via the courier/mail to reach us by the **3rd April 2015** and you will be entered into a draw to win an Easter hamper.

I would welcome a telephone call from you if there are any queries that you wish to discuss.

Thank you for your time and co-operation.

Yours sincerely,



Mr Stephen Ginn MDTA, LBIDST
(Managing Director)

McDowell + Service Dental Laboratory Ltd Customer Survey

Please circle:

	Very Good	Good	Satisfactory	Poor	Very Poor
1. Are our staff friendly, polite and courteous on the telephone?	5	4	3	2	1
2. Do we respond promptly to queries and requests?	5	4	3	2	1
3. Is the advice given by our technicians helpful and appropriate?	5	4	3	2	1
4. Is the layout of our price list clear and understandable?	5	4	3	2	1
5. How do you rate the accuracy of the fit of our appliances?	5	4	3	2	1
6. How do you rate the occlusal accuracy of our appliances?	5	4	3	2	1
7. How do you rate the aesthetic result of our appliances?	5	4	3	2	1
8. How do you rate the overall presentation of our products?	5	4	3	2	1
9. Do we keep you informed if there is a delay in getting appliances to you?	5	4	3	2	1
10. Do we deliver on time?	5	4	3	2	1
11. Is our delivery person polite, friendly and have a tidy appearance?	5	4	3	2	1
12. Do you perceive us to be a quality dental laboratory?	5	4	3	2	1

Further comments:

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Name:

Practice Address:

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