



SURVEY FORM

Company Name _____

How confident is your business in Gecko Logistics Group's ability to offer an on time and reliable service?

1 2 3 4 5 6 7 8 9 10 (positive)

When booking with us, is your freight picked up and completed on time?

YES / NO

How would you rank our communications with you once a booking has been placed?

1 2 3 4 5 6 7 8 9 10 (positive)

Would you recommend Gecko Logistics Group's services to another person or business?

YES / NO

Does your company currently use their own vehicle or vehicles for deliveries?

YES / NO

Would you be interested in hearing about our container storage options?

YES / NO

Does your company use a same day metropolitan courier service?

YES / NO

Is Gecko Logistics Group your company's exclusive supplier of transport services?

YES / NO



What would be the single most important solution that you are waiting for a transport company to offer you?

How informative and helpful was our website?

1 2 3 4 5 6 7 8 9 10 (positive)

When obtaining general information or making a booking, do you find our staff helpful, courteous and knowledgeable?

YES / NO

At which point in the transport process would you consider communication between our businesses as the most important?

When calling our business, are your calls answered in a timely manner?

YES / NO

How accurate is Gecko Logistics Group's invoicing compared to your expectation?

1 2 3 4 5 6 7 8 9 10 (positive)

When was the last time you heard from your Customer Relation Manager or a representative of Gecko Logistics Group?

Recently

3 months+

6 months+

1 year+

Never



How often would you like to be contacted by your Customer Relation Manager or a representative of Gecko Logistics Group?

Fortnight **Monthly** **Quarterly** **Half Yearly** **Never**

Effective, accurate and timely communication is critical. In what ways could we improve our communication with you?

Would you consider our drivers to be helpful, courteous and professional?

YES / NO

Are our driver's vehicles clean, with visual representation displaying Gecko Logistics Group signage?

YES / NO

Drivers are often considered the face of our client's business. Do our drivers reflect your professionalism?

YES / NO

Referrals are often considered to be the best method for growing a business. Do you know of anyone who may wish to use our services?

1. _____

2. _____

Your feedback is valuable and your time is appreciated.

Completed surveys can be returned via:

POST: PO Box 551 Balcatta WA 6914

FAX: 08 9356 6559

EMAIL: bookings@geckologistics.com.au