Customer Satisfaction Survey

Solicitation # 697DCK-26-R-00287

1. **Name of Company Submitting Proposal_____**
2. **Name of Company Providing Survey_____**
3. **Past Performance Contract# referenced for this Survey:_____**
4. **Type of Services Provided:_____**
5. **ANNUAL Dollar Amount of the above-referenced Contract_____**

Name of the Persons (Customer) Submitting this Survey_____

I hereby submit the following rating on behalf of the company name above as they submit a proposal on the Federal Aviation Administration solicitation named above.

Signature of the Customer_____ Date_____

Please submit this Survey via email to the Contracting Specialist at this email address: stephanie.pfeiff@faa.gov

The Company providing the Ratings must submit Customer Satisfaction Survey directly to FAA Acquisitions; any surveys received directly from the Company bidding on this Proposal will not be accepted.

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1. **Are all services (weekly, bi-weekly, monthly, quarterly and annually) completed and done in a timely manner?**

_____Excellent (5) _____Very Good (4) _____Good (3) _____Needs Improvement (2)_____Unacceptable (1)

Comments:

2. **How quickly does this contractor respond to your needs, requests, or complaints?**

_____Excellent (5) _____Very Good (4) _____Good (3) _____Needs Improvement (2)_____Unacceptable (1)

Comments:

3. **How would you rate the problem solving capabilities and follow-up of this contractor's Operations Management?**

_____Excellent (5) _____Very Good (4) _____Good (3) _____Needs Improvement (2)_____Unacceptable (1)

Comments:

4. **Please rate your current level of satisfaction with the overall service performance of this contractor:**

_____Excellent (5) _____Very Good (4) _____Good (3) _____Needs Improvement (2)_____Unacceptable (1)

Comments:

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