

# Customer Survey



**Please fill out and mail or fax to 330.372.6992**

2592 Elm Rd., Warren, OH 44483  
888-500-4OSS (4677) • fax 330-372-6992  
info@osscompanies.com • www.osscompanies.com

1) Does your sales or customer service representative follow-up by phone, mail or in person to make sure that the services you contracted with us are adequate and that you are satisfied?  Yes  No

Comments: \_\_\_\_\_  
\_\_\_\_\_

2) When you phone OSS, are your phone calls to the party you want to talk to processed quickly and efficiently through the phone system?  Yes  No

Comments: \_\_\_\_\_  
\_\_\_\_\_

3) Do you consider the service that you contracted with us to be at a competitive and comfortable price range for your business?  Yes  No

Comments: \_\_\_\_\_  
\_\_\_\_\_

4) Are OSS guards courteous, professional and dressed in uniform at all times?  Yes  No

Comments: \_\_\_\_\_  
\_\_\_\_\_

5) Do OSS guards respond quickly to your emergency situations?  Yes  No

Comments: \_\_\_\_\_  
\_\_\_\_\_

6) Does the security service that you contracted with OSS fit your current requirements?  Yes  No

Comments: \_\_\_\_\_  
\_\_\_\_\_

7) Do you plan on renewing your security contract with us in the future?  Yes  No  
and if not why? \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_

8) What suggestions can you make to help us insure your future business?

\_\_\_\_\_  
\_\_\_\_\_

9) Are there any changes to our services that we can make to better satisfy you as our customer?

\_\_\_\_\_  
\_\_\_\_\_

Name \_\_\_\_\_ Co. Name \_\_\_\_\_

Street Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_

Ph# \_\_\_\_\_ Email \_\_\_\_\_

**- THANK YOU FOR YOUR RESPONSES -**