



**Fax Survey back to (925) 229-5607**

**Customer Satisfaction Survey**

Based on service recently received from your HTC Research team, please indicate the level of agreement with each statement listed below by placing a mark X in the appropriate box next to each statement.

**We ordered the following (check all that apply)**

<input type="checkbox"/>	\$50 Names Only
<input type="checkbox"/>	\$500 Candidate Profiles
<input type="checkbox"/>	\$750 Candidate Profiles
<input type="checkbox"/>	\$1000 Candidate Profiles
<input type="checkbox"/>	Other

**Scale**

<b>1</b>	<b>Strongly Disagree</b>
<b>2</b>	<b>Disagree</b>
<b>3</b>	<b>Agree</b>
<b>4</b>	<b>Strongly Agree</b>
<b>5</b>	<b>Not Applicable</b>

Description / Identification of Survey Item	Scale				
	1	2	3	4	5
1. I'm advised regularly on the status of work in progress					
2. Sales Associate was knowledgeable					
3. My HTC contact was available when needed					
4. I received courteous and professional service					
5. Research provided was useful to our Company					
6. I think the services are fairly priced					
7. The candidates were open to a phone interview					
8. The candidates were expecting our call					
9. We were able to personally interview several candidates					
10. We were able to make a hire					
11. The candidates gave us referrals					
12. There was a cost savings compared to Staffing Services we've used in the past.					

1) As you think about your overall experience using HTC Research; how likely are you to?  
Continue using HTC Research?

Very likely  Somewhat likely  Undecided  Somewhat Unlikely  Very Unlikely   
Recommend HTC?

Very likely  Somewhat likely  Undecided  Somewhat Unlikely  Very Unlikely

2) How can we better meet your needs and/or what in particular are we doing well?

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1855 GATEWAY BLVD • SUITE 300 • CONCORD, CA 19520  
MAIN (925) 313-9005 • TOLL FREE (888) 499-4482 • FAX (925) 229-5607