

TAME VALLEY STEELSTOCK LTD

JULY 2013

SUMMER NEWSLETTER

CUSTOMER SATISFACTION SURVEY

RESULTS

Thank you to all customers who completed our Customer Surveys. As a company TVS is dedicated to providing the best possible service and products to our customers, with this philosophy in mind we are very pleased with your feedback.

'Deliveries always as promised'
'Product quality and presentation is overall excellent'
'We don't use any one else because of your service'
'Sales representatives are very professional and friendly'

Some of the comments expressed by our customers – more can be found on our website 'Testimonials'

- 93% Find TVS very convenient to use as a supplier
- 95% Find TVS very professional
- 100% Say our product quality is same or better than our competitors
- 100% are happy with how we take calls and handle enquiries
- 91% would recommend TVS
- 93% Find us very responsive or extremely responsive with deliveries
- 96% Find drivers helpful and polite
- 100% Say Steel is well presented

We also found that 37% of customers are not aware of the full product range that we keep. With this in mind we will be following up to ensure our customers are informed.

Our full products list can also be downloaded from our website or be emailed direct from your sales contact.

Contact TVS

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