



# Customer Support Response Card

PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.

Ryder Truck - Dee  
CLIENT NAME

Darrin 1-27-15  
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised?
- Courtesy—Were personnel friendly and courteous?
- Quality—Was your problem resolved completely?
- Were your questions & concerns answered thoroughly?

### RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- ~~Software Support Personnel~~
- Hardware Support Personnel
- Care and Attention
- Overall Quality

Darrin consistently goes above and beyond. Brittany was a great help in ordering our new system! Register To Win—Return promptly to enter our monthly drawing for a free gift. Thanks Dee.



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Seven Hills Oxygen  
CLIENT NAME

Darrin 12-18-14  
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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- ~~Software Support Personnel~~
- ~~Hardware Support Personnel~~
- ~~Care and Attention~~
- ~~Overall Quality~~

Great service by Darrin, as usual! Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Ind. Paint & Supply  
CLIENT NAME

Kevin 2-10-15  
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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We had some issues and Kevin was truly professional + great to fix them! Register To Win—Return promptly to enter our monthly drawing for a free gift.



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*MV Plastic Surgeons*

CLIENT NAME

*Dennis*

FIELD ENGINEER (FIRST NAME)

*2-11-15*

DATE OF SERVICE

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*Dennis is awesome! Give him another raise!*  
Comments *do whatever you have to so he always is at PBSI.*  Register To Win—Return promptly to enter our monthly drawing for a free gift.



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*Industrial Paint + Supply*

CLIENT NAME

*Dennis*

FIELD ENGINEER (FIRST NAME)

*1-22-15*

DATE OF SERVICE

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*Dennis is a genius! The man deserves a raise \$\$\$*  
Comments *o*  Register To Win—Return promptly to enter our monthly drawing for a free gift.



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*Writey Sew*

CLIENT NAME

*Brad*

FIELD ENGINEER (FIRST NAME)

*2-4-15*

DATE OF SERVICE

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*Fixed problem again! Starts back*  
Comments *Fixed an on 9000 I see & call!*  Register To Win—Return promptly to enter our monthly drawing for a free gift.



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David Martin

CLIENT NAME

Brad

FIELD ENGINEER (FIRST NAME)

2-13-15

DATE OF SERVICE

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Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

Brad was awesome

Comments

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EPW - E town

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

2-6-15

DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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Hardware Support Personnel

Care and Attention

Overall Quality

Could I make a suggestion? Would it not be more cost & time efficient to keep technician in Ky overnight when a large & important job are 1-1 1/2 hrs away from each other instead of traveling back to each day? could have gotten service sooner. Just a

Comments

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CHETNA MITAL MD LLC

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

2-10-15

DATE OF SERVICE

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Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

Everyone always goes the extra mile for us Thank you Dennis

Comments

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