

Marine Tech Services – Customer Experience Form

We very much appreciate your business. In constant effort to improve our services, we need your feedback on how we are doing. Please take a moment and give us your feedback on how we did with our services on your vessel.

Are you a first time customer?	First Time Repeat Customer
How did you hear about us?	Website Yellow Pages Referral Other _____
How was your experience with the initial contact you had with MTS?	Positive Neutral Negative
Did MTS address all of your requests?	Yes Partially
Was the service/repairs done in a timely manner?	Yes No
Were the technicians knowledgeable?	Yes Somewhat No
Did the technician communicate with you and keep you informed of the status and findings?	Yes Somewhat No
Did the technicians clean up when they left the vessel?	Yes No
How was the quality of the service/repairs?	Positive Neutral Negative
How do rate your overall experience with MTS?	Positive Neutral Negative
Would you recommend us to fellow boaters?	Yes Maybe No
Would you contact us again for services?	Yes Maybe No

Additional comments and suggestions:

- Check here to give permission for MTS to use your comments on our Website.
- Check here to give permission for MTS to use your vessel repair photos on our Website.
Please advise if there are photo specifics you would not like shown on our website. ie. Vessel name.

Thank you very much for your feedback!
 Your friends at Marine Tech Services.

Please return form via mail, fax (843 842 2187), or e-mail (info@marinetechhhi.com)