Atlanta • Columbus • Denver • Melbourne • Miami • Orlando

The FLG Score Card - How are we doing?

Thank you in advance for taking the time to complete the questions below. We strive each day to earn and retain your business, which means we are always working to improve our service and offerings to our customers. We are eager to hear back from you and look forward to working with you for many years to come!

Company Name:
Your Name (optional):
Today's Date:

1. Please rate your level of satisfaction overall regarding your interaction with our operations staff.
   - ☐ a. Very Satisfied
   - ☐ b. Satisfied
   - ☐ c. Dissatisfied
   - ☐ d. Very dissatisfied
2. Please rate your level of satisfaction regarding FLG's level of knowledge, experience and competance in handling your shipments.
   - ☐ a. Very Satisfied
   - ☐ b. Satisfied
   - ☐ c. Dissatisfied
   - ☐ d. Very dissatisfied
3. Please check the following words/ phrases that best describe your telephone interactions with FLG personnel.
   - ☐ a. Courteous/ Professional
   - ☐ b. Friendly
   - ☐ c. Willing to help
   - ☐ d. Knowledgable
   - e. Rude
   - f. Uncaring or indifferent
   - g. Resistant to help
   - h. Not able to answer questions
4. Do you receive your invoices in a timely manner? ☐ Yes ☐ No
5. Do we usually include all backup documentation you require with each invoice?
   ☐ Yes ☐ No

Please use this area to further expand on any answer above or feel free to comment on another area that was not addressed on this scorecard.