

## Mason Computer Support – Client Feedback Form

Thank you for choosing Mason Computer Support. We value your feedback and strive to provide the highest quality service. Please take a moment to share your experience with us.

---

### 1. Overall Satisfaction

How would you rate your overall satisfaction with our service?

- ☒ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

### 2. Service Type

Please indicate the type of support you received:

- ☐ Hardware Repair
- ☒ Software Troubleshooting
- ☐ Network/Connectivity Assistance
- ☐ Device Setup & Configuration
- ☐ Other (please specify): \_\_\_\_\_

### 3. Service Timeliness

How would you rate the timeliness of the service?

- ☒ Exceeded Expectations
- ☐ Met Expectations
- ☐ Below Expectations




#### 4. Technician Professionalism

Was our staff courteous, knowledgeable, and professional?

- ☒ Yes
- ☐ Somewhat
- ☐ No

#### 5. Areas for Improvement

Please share any suggestions or areas where we can enhance our service:

 Your response:

None at the moment

Will monitor + advise


#### 6. Likelihood to Recommend

How likely are you to recommend Mason Computer Support to others?

- ☒ Very Likely
- ☐ Likely
- ☐ Not Likely

#### 7. Additional Comments

Do you have any additional feedback or comments?

 Your response:

None



### **Optional: Contact Information**

If you would like us to follow up regarding your feedback, please provide your contact details.

- **Name: ID 3433**