

Customer Satisfaction Survey

Solicitation # 697DCK-26-R-00265

1. Name of Company Submitting Proposal _____
2. Name of Company Providing Survey _____
3. Past Performance Contract# referenced for this Survey: _____
4. Type of Services Provided: _____
5. ANNUAL Dollar Amount of the above-referenced Contract _____

Name of the Persons (Customer) Submitting this Survey _____

I hereby submit the following rating on behalf of the company name above as they submit a proposal on the Federal Aviation Administration solicitation named above.

Signature of the Customer _____ Date _____

**Please submit this Survey via email to the Contracting Specialist at this email address:
stephanie.pfeiff@faa.gov**

The Company providing the Ratings must submit Customer Satisfaction Survey directly to FAA Acquisitions; any surveys received directly from the Company bidding on this Proposal will not be accepted.

Customer Satisfaction Survey

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- 1. Are all services (weekly, bi-weekly, monthly, quarterly and annually) completed and done in a timely manner?**

_____Excellent (5) _____Very Good (4) _____Good (3) _____Needs Improvement (2)_____Unacceptable (1)

Comments:

- 2. How quickly does this contractor respond to your needs, requests, or complaints?**

_____Excellent (5) _____Very Good (4) _____Good (3) _____Needs Improvement (2)_____Unacceptable (1)

Comments:

- 3. How would you rate the problem solving capabilities and follow-up of this contractor's Operations Management?**

_____Excellent (5) _____Very Good (4) _____Good (3) _____Needs Improvement (2)_____Unacceptable (1)

Comments:

- 4. Please rate your current level of satisfaction with the overall service performance of this contractor:**

_____Excellent (5) _____Very Good (4) _____Good (3) _____Needs Improvement (2)_____Unacceptable (1)

Comments:

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