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 T **703-532-0520**
 F **703-532-0523**

www.northstarexpress.com

	WORLD-CLASS	POOR	N/A
CUSTOMER SERVICE			
1. Did you feel NorthStar personnel were:			
Friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Honest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enthusiastic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Were Northstar personnel available when you needed them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Were NorthStar personnel prompt in responding to your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Did NorthStar personnel take the initiative to gather all necessary information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Did you feel NorthStar personnel resolved any problems quickly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SHIPPING			
1. Were you kept informed regarding the status of your shipments?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Did your shipments arrive on time and intact?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Did our truck drivers show you respect and treat you with courtesy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Did NorthStar personnel express a sense of urgency at appropriate times?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BILLING			
1. Were NorthStar quotes accurate?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Did we bill in a clear and timely fashion?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Were people available to answer any questions regarding billing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ADDITIONAL COMMENTS
