

# Le Natural Mall, LNM, Customer Satisfaction: Partner Satisfaction

Your partnership is important to us.

**Rate your overall SATISFACTION with the partnership between Le Natural Mall. and \_\_\_\_\_.**

Extremely

Unsatisfied

Unsatisfied Satisfied

Extremely Satisfied

**How long have you had a partnership with Le Natural Mall?**

Under 3 months

3 to 6 months

6 months to 1 year

1 to 2 years

2 to 5 years

5 to 10 years

Over 10 years

**How often does a Le Natural Mall representative visit your office or facility?**

Once per week or more often

Two or three times per month

Once a month

Once every few months

Annually Less than once a year

Never

**How often do you or your representative visit Le Natural Mall?**

Once per week or more often

Two or three times per month

Once a month

Once every few months

Annually

Less than once per year

Never

**This personal contact with your business partner should occur...**

Much more often

Somewhat more often

About the same frequency

Somewhat less often

Much less often

**Rate your SATISFACTION with the communication between you and Le Natural Mall.**

Extremely

Unsatisfied

Unsatisfied Satisfied

Extremely Satisfied

**How clearly are Le Natural Mall's expectations communicated to you?**

Very clearly

Somewhat clearly

Not very clearly

Not clearly at all

**Describe Le Natural Mall's expectations of your organization.**

Extremely realistic

Somewhat realistic

Not very realistic

Not at all realistic

**Why did you answer the last question the way that you did?** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Maximum Allowed: 250 words please.

**On the whole, is Le Natural Mall. meeting your organization's expectations?**

Yes OR No

**Why did you answer the last question the way that you did?** \_\_\_\_\_

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Maximum Allowed: 250 please.

**Does Le Natural Mall. allow appropriate time for your organization to meet Le Natural Mall's expectations?**

- Always
- Usually
- Sometimes
- Rarely
- Never

**How often does Le Natural Mall. deliver, on-time materials, specifications or other items needed by your organization?**

- Always
- Usually
- Sometimes
- Rarely
- Never

**When you need help or service from Le Natural Mall., how would you rate the service you receive?**

- Terrible
- Poor
- Good
- Very Good
- Excellent

	Strongly Disagree	Disagree	Agree	Strongly Agree
<b>Le Natural Mall has my organization's best interests in mind</b>	1	2	3	4
<b>Partnering with Le Natural Mall is mutually beneficial</b>	1	2	3	4

<b>We will continue, indefinitely, our partnership with Le Natural Mall.</b>	1	2	3	4
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**Compared to other organizations, [COMPANY/ORG.] is...**

Much better Somewhat better About the same Somewhat worse Much worse

**Is there anything else that you would like Le Natural Mall to know about your partnership?** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_