



Post Season Follow-Up Questionnaire

Customer: _____ Account #: _____ Date: _____

Season: ☐ Planting ☐ Hay ☐ Harvest ☐ Mowing ☐ Spraying ☐ Other _____

1. Did we inspect equipment prior to season? ☐ Yes ☐ No Was it valuable for you? ☐ Yes ☐ No
Comments:

2. Did you experience any downtime? ☐ Yes ☐ No If yes, what occurred?
Comments:

3. Did we have the parts that you expected us to have? ☐ Yes ☐ No If no, what parts?
Comments:

4. Did you experience issues reaching any of our departments? ☐ Yes ☐ No If yes, what were issues?
Comments:

5. Did you have the need for after hours parts or service? ☐ Yes ☐ No If yes, what did you need?
Comments:

6. What do you like best about Finch Services / What you miss the most if it was stopped?

7. What improvements are needed?

8. Do you use eServices? ☐ Yes ☐ No If no, have you been told of the benefits? ☐ Yes ☐ No
Comments:

9. Do you view Finch Services as a trusted partner? ☐ Yes ☐ No
Comments:

10. General Comments: