

685 Commerce St. • PO Box 31  
Stuart, VA 24171 • (276) 694-3772

413 East Main St. • PO Box 233  
Floyd, VA 24091 • (540) 745-2323

135 Stuart, Dr. • PO Box 1055  
Hillsville, VA 24323 • (276) 728-3335

**Your Name:**

**Address:**

**Calling Our Office**

- Which office did you call?  
 Floyd    Stuart    Hillsville  
 Was it easy to contact us?    Yes    No  
 If no, please select one or more of the following:  
 Couldn't locate number  
 Phone busy  
 On hold too long  
 Other:  
 Was our representative courteous?    Yes    No  
 Representative knowledgeable?    Yes    No  
 Were you satisfied with your call?    Yes    No  
 Overall satisfaction:  
 Excellent    Good    Fair    Poor

**Installations and/or Services:**

- Which office did you call?  
 Floyd    Stuart    Hillsville  
 Did we complete request on the first visit?    Yes    No  
 Was the timeframe for completion reasonable?    Yes    No  
 Was our technician courteous?    Yes    No  
 Was our technician knowledgeable?    Yes    No  
 Did our technician clean up appropriately?    Yes    No  
 Overall satisfaction:  
 Excellent    Good    Fair    Poor

**Visiting Our Showroom**

- Which office did you visit?  
 Floyd    Stuart    Hillsville  
 Were you quickly waited on?    Yes    No  
 Showroom clean and attractive?    Yes    No  
 Staff friendly and courteous?    Yes    No  
 Representative knowledgeable?    Yes    No  
 Satisfied by your visit?    Yes    No  
 Overall satisfaction:  
 Excellent    Good    Fair    Poor

**Thoughts about Clark Gas & Oil**

- Which office did you visit?  
 Floyd    Stuart    Hillsville  
 Overall Satisfaction:  
 Excellent    Good    Fair    Poor  
 Any additional services you would like for us to consider?

What was the deciding factor for choosing Clark Gas & Oil?

**Deliveries**

- Which office do you receive service?  
 Floyd    Stuart    Hillsville  
 Are your deliveries timely?    Yes    No  
 Have you repeatedly contacted us to schedule a delivery?    Yes    No  
 If yes please explain:  
  
 Is our delivery driver courteous?    Yes    No  
 Overall satisfaction:  
 Excellent    Good    Fair    Poor

**I would like to receive information about:**

- Clark Comfort Monitors    Level Pay Program  
 I would like to sign up to receive promotions/newsletters from Clark Gas & Oil. (*\*Please note: All information provided is for Clark Gas & Oil use only. We will not sell or distribute and information.*)

Email address: \_\_\_\_\_

**Website**

- Was our website helpful?    Yes    No  
 Did you find it easy to use?    Yes    No  
 Would you be interested in paying your bill online?    Yes    No  
 How did you hear about us?

Comments/Testimonials:

**Customer Service is our #1 priority!**

For your time and effort, we would like to thank you by sending a \$10.00 coupon for your next purchase at Clark Gas & Oil or E-Z Stop/On the Run Stores. Just return the completed form to any one of our three locations listed at the top.

**Want to earn free fuel?** Visit our website at [www.clarkgasandoil.com](http://www.clarkgasandoil.com) to learn more!