

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 to learn more!