

# Your feedback is important to us!

Please take a moment to help us improve our products and services by filling out the information below and dropping it in the mail. Or if you have immediate feedback, call our Customer Relations Hotline at **1-800-2KINKOS** or e-mail us at **customer.relations@fedexkinkos.com**.

Date of your visit: \_\_\_\_\_

## What was the main purpose of your visit today?

- Copying/Printing Services, if so  
 Full Service  Self Service  Photo  Computer/Internet
- Shipping Services, if so  
 FedEx Express  FedEx Ground  Both
- Other \_\_\_\_\_

## Based on your visit, how do you feel about the following?

	Excellent	Very Good	Good	Fair	Poor	N/A
Overall experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respectfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall appearance of branch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of final product	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Team member knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall value of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of team members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of supplies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## We welcome your comments and suggestions:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Would you like to be contacted by a customer relations specialist?**  
If yes, please print your name and contact information below, including FedEx account number if applicable. **Thank you for choosing FedEx Kinko's.**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail address: \_\_\_\_\_

FedEx account number: \_\_\_\_\_