

1. **How do you classify yourself/business?**

commercial contractor  site prep contractor  plumbing contractor  electrical contractor

masonry contractor  concrete contractor  landscape contractor  floor cover contractor

school/hospital  government/municipality  other

2. **How often do you use Harter rental for your equipment rental needs?**

once or more a week  once or more a month  once or more a year  never

3. **How would you rate your overall customer experience at Harter rental?**

excellent  good  fair  poor

Comments on your answer

4. **Specifically, what are you most and least satisfied with in your dealings with Harter?**

I am **MOST** Satisfied with....

I am **LEAST** Satisfied with....

5. **How satisfied are you with the equipment, products and services provided by Harter Rental?**

Completely satisfied  satisfied  disappointed  very dissatisfied

If necessary, explain your answer

6. **What can Harter do to be your primary rental dealer?**