

### Instant Feedback – What it costs

We charge a standard 12-month license fee based on your usage  
We'll quote you on your business needs  
Monthly fees includes site access, system back up, Instant Alerts to low scores, all Reports and access to the Brower Screen.  
We can provide iPads/Tablets and all on-site deployment and staff training at an additional fee.

Contact us for more details



Contact us now for your  
**FREE** months trial!

**01280 828100**

#### A single site access includes:

- Support from our consultant team to bespoke the system for your use
- 12 months use of Instant Feedback with a single database
- Unlimited access to your data for input and review
- Simple reporting via the browser output and end of day reports
- Survey up to 500 customers per day with a single site license

## Instant Feedback that drives customer satisfaction and improves retention



#### Instant Feedback - What it is?

Instant Feedback is a web based system which helps you gain valuable feedback from potentially all of your Customers helping to improve satisfaction and retention for your business.

Fourmative Limited

Unit 1 Apollo Office Court, Radclive Rd,  
Gawcott, Buckinghamshire, MK18 4DF  
www.fourmative.com  
info@fourmative.com



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A desire to truly make a difference  
**01280 828100**  
www.instant-feedback.co.uk



**instant feedback**

## Interested in the views of ALL of your customers?

Typically feedback systems rely upon the Customer choosing to leave their views relating to a particular sale or service experience. This approach often results in Customers choosing to opt out if the experience was acceptable with many Customers only leaving feedback if the service was deemed to be exceptional and worthy of a mention or alternatively very poor. This means that many businesses rely upon a very small sample of their total Customers to measure Customer satisfaction.

Instant Feedback obtains Customer views at the end of the Customer experience prior to them leaving, this gives you the business owner, the following benefits:

- The opportunity of gaining feedback from all of your Customers
- True Customer feelings at the time of the experience and not days or sometimes weeks later
- Instant feedback to your team giving daily, monthly and year-to-date performance together with live comments from your Customers
- Enables Managers to react if the Customer is less than completely satisfied, text and email Hot Alerts will inform you if your Customers are unhappy giving you time to speak to them before they leave



## Instant Feedback - Leisure edition

Suitable for Hotels, Restaurants, Healthcare and Leisure facilities. Customers are demanding a higher level of customer service and are using feedback sites such as Trip Advisor, Reevoo and many others to voice their views. Use Instant Feedback with all of your customers at point of Checkout or bill payment and see your online scores improve.

Key Benefits include:-

- Live feedback from potentially all of your Customers giving you true Customer opinions
- Instant Feedback to all staff via the internal Browser Dashboard
- Hot Alert emails and text messages alerting Managers when the Customer is less than extremely satisfied so that the Customer can be managed PRIOR to them leaving your business
- The ability to change questions and content to reflect the individual business needs
- Group reporting and business comparisons
- Customer Service Staff really engage with the Customer and gather honest feedback from all
- Increases the Customer's perception of the business by recognising their attention to detail with respect to excellent Customer service



instant feedback

