



Bottled Water and Rental of Dispensers (18-141B)

133

Responses

07:14

Average time to complete

Active

Status



Ideas

1. School/Department Name

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Responses

Latest Responses

"Head Start / Early Intervention"

"Silver Palms Elementary "

"Driftwood Middle"

2. Please provide your contact telephone

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Responses

Latest Responses

"754-321-2117"

"754-323-7458"

"754/323-3104"

3. Please provide your email

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Responses

Latest Responses

"theressa.fitzpatrick@browardschools.com"

"Lorelei.Rogulski@browardschools.com"

"kimberly.thompson@browardschools.com"

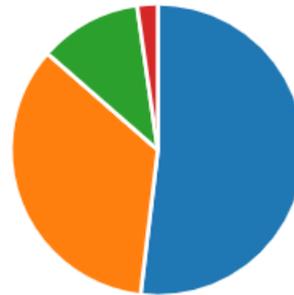
4. Vendor (DS Services) delivers bottled water punctually:

Always	54
Most of the Time	61
Sometimes	16
Never	2



5. If there is a problem with delivery, the vendor takes corrective action in a timely manner

Always	69
Most of the Time	46
Sometimes	15
Never	3



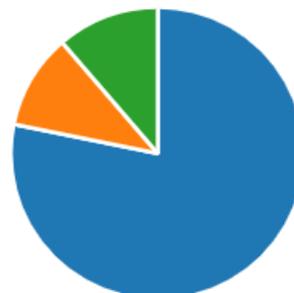
6. The driver is friendly and helpful

Always	90
Most of the Time	31
Sometimes	9
Never	3



7. In the past three months, have you needed to contact Customer Service to address invoice discrepancies:

No	104
1 time	14
2 or more times	15



8. Was your issue or concern resolved in a timely manner?

● Yes	27
● No	14
● Not Applicable	92



9. Customer Services staff was polite and helpful.

● Yes	79
● No	3
● Not Applicable	51



10. Please rate your overall level of satisfaction with DS Services. 5=Extremely Satisfied 1=Very Unsatisfied

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Responses



11. Please share additional information regarding this supplier and/or the products and services offered.

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Responses

Latest Responses

"It doesn't seem that DS is set up to accommodate our needs as a Gra..."

"No problems at this time"

"Equipment is not always functional, breaks, does not give water. "