

Customer Satisfaction Survey

1 In thinking about your most recent experience with (Company Name), was the quality of customer service you received:

- Excellent Satisfactory About average Unsatisfactory Very Poor

2 If your answer to Question 1 was unsatisfactory, would you please take a few minutes to describe what happened?

3 If your answer to Question 1 was excellent, would you please take a few minutes to describe what it was about the service experience which stands out as being excellent?

4 Was the process for getting your question resolved:

- Excellent Satisfactory About average Unsatisfactory Very Poor

5 If your answer to Question 4 was, unsatisfactory, would you please take a few minutes to describe what happened?

6 If your answer to Question 4 was, excellent, would you please take a few minutes to describe what it was about the process of getting your question resolved that stands out as being excellent?

7 Now please think about the features and benefits of (Company Product) itself. Would you say the value re-provided by (Company product) is :

- Excellent Satisfactory About average Very Poor Unsatisfactory

8 If your answer to Question 7 was unsatisfactory, would you please take a few minutes to describe your reasons why?

9 If your answer to Question 7 was excellent, would you please take a few minutes to describe what it was about the service experience that stands out as being excellent?
