

CUSTOMER SATISFACTION QUESTIONNAIRE

Our organization, in its effort to constantly improve its services, has decided to adapt a Quality Management System. We would therefore like to ask you to contribute to our effort, by stating your comments or remarks. Your constructive criticism shall be a useful guide.

Date of completion of the questionnaire: __ / __ / ____

1. Are you satisfied with how our associates handled your requests today?

2. Was the service or product delivered in a timely manner?

3. Did your experience today make you feel like a valued customer?

4. Did our service representative act in your best interests?

5. Was our customer service representative knowledgeable in recommending solutions to your problem?

6. Have all issues been resolved to your satisfaction? Did we miss anything?

7. How well did we understand your questions and concerns?

8. What does this company do really well?

9. What one thing would you change that would increase the quality of your visit?

10. How likely would you be to use our company for this service again?