Sample Customer Satisfaction Survey

1. How would you rate <Company Name>’s overall service?

 Exceeded Expectations

 Met Expectations

 Did Not Meet Expectations

 Comments:

1. If applicable, how would you rate the <Company Name> salesperson with whom you worked on this purchase?

 Exceeded Expectations

 Met Expectations

 Did Not Meet Expectations

 Comments:

1. How would you rate the <Company Name> technical personnel with whom you worked during this installation/service call?

 Exceeded Expectations

 Met Expectations

 Did Not Meet Expectations

 Comments:

1. Did the technical personnel complete their assigned tasks?

 Yes No Don’t Know

1. Did the <Company Name> technical personnel:

 Arrive on time? Yes No Don’ Know

Present themselves in

 a professional manner? Yes No Don’ Know

 Complete installation/service within

 expected timeframe? Yes No Don’ Know

1. How would you rate the accuracy of the invoices you received?

 Exceeded Expectations

 Met Expectations

 Did Not Meet Expectations

 Comments:

1. How can <Company Name> improve the services that are offered?

1. Would you recommend <Company Name> to others?

 Yes No Don’t Know

**Thank you for taking the time to help us improve our service and processes.**

Customer Name:

Address:

City: State: Zip Code:

Phone: Email Address:

Date Installation/Service Performed:

**<Company Name> Internal Use Only**

Job Number: Job Name: