

[company logo]  
[company name]

## CUSTOMER SATISFACTION SURVEY











[company logo]  
[company name]

# Customer Satisfaction Survey

SUR\_X\_YYY

<b>Customer name</b>	[enter customer name]
<b>Address</b>	[enter customer address]
<b>Phone</b>	[enter customer phone no.]
<b>E-mail</b>	[enter customer e-mail]

**Date** [enter date]

Thank you for taking our Customer Satisfaction Survey. Your participation in this survey is very important.

Your answers to the questions will give us information needed to determine if we are meeting our commitment to the highest service level standard for the services provided to you.

Please rate your satisfaction level with each of the following statements.

**Question group #1**

- 1.1. [Question 1 text goes here]
- 1.2. [Question 2 text goes here]
- 1.3. [Question 3 text goes here]

**Question group #2**

- 2.1. [Question 4 text goes here]
- 2.2. [Question 5 text goes here]
- 2.3. [Question 6 text goes here]

**Question group #3**

- 3.1. [Question 7 text goes here]
- 3.2. [Question 8 text goes here]
- 3.3. [Question 9 text goes here]

Do you have any suggestions for improvement of our services? (Please write in the box)

# Customer Satisfaction Survey

SUR\_1\_2020

Customer name	Customer Company ltd
Address	Some street #22, City, Country
Phone	+99 221 334 677 1
E-mail	name.surname@domain.yy

Date	11.11.1111
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Thank you for taking our Customer Satisfaction Survey. Your participation in this survey is very important.

Your answers to the questions will give us information on how well we're meeting our commitment to the highest service level standard for the services provided to you.

Rating level: 1 - lowest grade, 5 - highest grade

Please rate your satisfaction level with each of the following statements.

## Question group #1

- 1.1. What is your overall satisfaction with our services?
- 1.2. What is your satisfaction with the Business Relationship Manager?
- 1.3. How satisfied are you with the price/quality ratio of the service?

## Question group #2

- 2.1. How satisfied were you with how the support staff resolved your most recent problem?
- 2.2. Please rate our customer service representative on the attribute of professionalism.
- 2.3. Please rate our customer service representative on the attribute of efficiency in solving the problem.

## Question group #3

- 3.1. How satisfied are you with availability of the service?
- 3.2. How satisfied are you with capacity of the service?
- 3.3. How satisfied are you with security of the service?

Do you have any suggestions for improvement of our services? (Please write in the box)

Generally, we are satisfied customers. We think that our local support staff should receive more experience with usage of the service due to the fact that, when calling us on site, they have to make several calls to their colleagues.



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**Please use the following instructions when completing the Survey**

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1. Insert your logo and enter your company name in the Header of the document (use View
2. Delete all comments.
3. Add your own questions in the Survey worksheet.

4. Change scoring sheet if needed included below in this sheet.
5. Copy sheet "Survey" to new Excel document.
  1. Open new Excel document
  2. Right click "Survey" sheet name at the bottom of the screen in the document
  3. Choose "Move or copy..." command
  4. Choose newly opened Excel document as "To book" field
  5. Check "Make copy" at the bottom, click "OK"
  6. Save new document and send it to the customer base
  7. When you receive feedback, open customer's feedback document and the file
  8. Copy customer's reply from the same way as described in step 5.5.
  9. How you have customer's feedback in this document.

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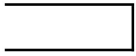
<b>Don't delete this sheet!</b>	<b>Content below this point is used in other worksheets</b>
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**Scoring** Scoring rates are entered below "Rating grades" text. If you wish to change scoring

Rating grades:

- 1
- 2
- 3
- 4
- 5



-> Page Layout option).

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document.

**needs as input in various fields. Adapt it to your own requirements.**

bring grades, do so. Note: 20 lines is maximum.