

## Customer Satisfaction Questionnaire

**Which of the following words would you use to describe our products? Select all that apply.** *(Please cross all that apply)*

- |                                     |                                       |                                      |   |
|-------------------------------------|---------------------------------------|--------------------------------------|---|
| <input type="checkbox"/> Reliable   | <input type="checkbox"/> Useful       | <input type="checkbox"/> Unique      | <input type="checkbox"/> Good value for money |
| <input type="checkbox"/> Overpriced | <input type="checkbox"/> Impractical  | <input type="checkbox"/> Ineffective | <input type="checkbox"/> Poor Quality         |
| <input type="checkbox"/> Unreliable | <input type="checkbox"/> High Quality |                                      |   |

**How professional do you perceive us to be?**

*(Please cross one)*

- |   |   |   |   |
|---|---|---|---|
| <input type="radio"/> Extremely professional  | <input type="radio"/> Very professional | <input type="radio"/> Moderately professional | <input type="radio"/> Slightly professional |
| <input type="radio"/> Not at all professional |   |   |   |

**How responsive is our company when you need help/support?**

*(Please cross one)*

- |   |                                       |   |   |
|---|---------------------------------------|---|---|
| <input type="radio"/> Extremely responsive  | <input type="radio"/> Very responsive | <input type="radio"/> Moderately responsive | <input type="radio"/> Slightly responsive |
| <input type="radio"/> Not at all responsive |                                       |   |   |

**How well do the customer service representatives at our company answer your questions?** *(Please cross one)*

- |                                       |                                 |                                       |                                     |
|---------------------------------------|---------------------------------|---------------------------------------|-------------------------------------|
| <input type="radio"/> Extremely well  | <input type="radio"/> Very well | <input type="radio"/> Moderately well | <input type="radio"/> Slightly well |
| <input type="radio"/> Not at all well |                                 |                                       |                                     |

**Compared to our competitors, is our product quality better?**

*(Please cross one)*

- |                                   |                                       |                                      |                                      |
|-----------------------------------|---------------------------------------|--------------------------------------|--------------------------------------|
| <input type="radio"/> Much better | <input type="radio"/> Somewhat better | <input type="radio"/> About the same | <input type="radio"/> Somewhat worse |
| <input type="radio"/> Much worse  |                                       |                                      |                                      |

**Compared to our competitors, are our prices reasonable?**

*(Please cross one)*

- |  |  |   |  |
|--|--|---|--|
| <input type="radio"/> Much more reasonable | <input type="radio"/> Somewhat more reasonable | <input type="radio"/> About as reasonable | <input type="radio"/> Somewhat less reasonable |
| <input type="radio"/> Much less reasonable |  |   |  |

**Overall, are you satisfied with the employees at our company?**

*(Please cross one)*

- |  |  |  |   |
|--|--|--|---|
| <input type="radio"/> Extremely satisfied    | <input type="radio"/> Moderately satisfied | <input type="radio"/> Neither satisfied nor dissatisfied | <input type="radio"/> Moderately dissatisfied |
| <input type="radio"/> Extremely dissatisfied |  |  |   |

**How likely are you to recommend us to people you know?**

*(Please cross one)*

- |   |                                   |   |                                       |
|---|-----------------------------------|---|---------------------------------------|
| <input type="radio"/> Extremely likely  | <input type="radio"/> Very likely | <input type="radio"/> Moderately likely | <input type="radio"/> Slightly likely |
| <input type="radio"/> Not at all likely |                                   |   |                                       |

Thank you for your answers!

PREVIEW