

# Customer Satisfaction Survey

Dear [First Name],

Thank you for giving us the opportunity to serve you better. Please help us by taking a few minutes to tell us about the service that you have received so far. We appreciate your business and want to make sure we meet your expectations.

Sincerely,

[Manager's Name] Manager

**Overall, I am very satisfied with the way [Company] performed (is performing) on this project.**

- Strongly Disagree
- Somewhat Disagree
- Neither Agree nor Disagree
- Somewhat Agree
- Strongly Agree

	Strongly Disagree	Somewhat Disagree	Neither Agree Nor Disagree	Somewhat Agree	Strongly Agree
[Company] service representatives (CSRs) are well trained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
[Company] service representatives (CSRs) are well supervised.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
[Company] service representatives (CSRs) adhere to professional standards of conduct.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
[Company] service representatives (CSRs) act in my best interest.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the [Company] service representatives (CSRs).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments: \_\_\_\_\_  
\_\_\_\_\_

	Strongly Disagree	Somewhat Disagree	Neither Agree Nor Disagree	Somewhat Agree	Strongly Agree
The [Company] account manager is knowledgeable and professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The [Company] account manager is making a positive contribution to my business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The [Company] account manager responds to my inquiries in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am very satisfied with the [Company] account manager.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Compared to how you felt about [Company] before this project, what is the likelihood of completing another project with [Company]?

- Better, based on performance
- About the same
- Worse, based on performance

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Considering the overall value of the project you paid for, was it...

- An exceptional value, worth more than you paid for it
- A good value, worth about what you paid for it
- A poor value, worth less than you paid for it

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Privacy**  
 All the information you supply when completing a survey will be treated with the utmost confidentiality. [Insert link to your Privacy Statement here.]