

Customer Survey Example

If you're looking for one tool that can transform your business, this is it! Embrace what your customers think and say about your company [the good together with the bad]—it will help you build a better business. The example below has many questions, and for the most part your customers will not want to take the time to answer too many questions. Create your own survey—choose the questions from below that you feel work best for you, or use our example to come up with others that better evaluate the customer experience for your type of business.

Did we meet or exceed your expectations? No Yes

How could we improve? _____

Did we respond timely to your phone calls or emails? No Yes

How could we improve? _____

Did we complete your job in a timely manner? No Yes

How could we improve? _____

Were you satisfied with our communication? No Yes

How could we improve? _____

Did the installation meet with your total satisfaction? No Yes

How could we improve? _____

Were we courteous and professional at all times? No Yes

How could we improve? _____

If the need arises, will you use our service again? No Yes

Why? _____

Would you recommend us to your friends? No Yes

Why? _____

Would you be willing to receive inquiries on the service received? _____