

[company logo]
[company name]

Customer Satisfaction survey

SUR_1_2013

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 [organization name] an overview of how well we are meeting our commitment to the highest service level standard for the services provided to you.

Scoring 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 1st Level support staff should have more experience with the usage of the service due to the fact that, when visiting us on-site, they had to make several calls to colleagues.

[company logo]
[company name]

Customer Satisfaction survey

SUR_X_YYY

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

Date	[enter date]
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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 [organization name] an ~~overview of how well~~ 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]	<input type="text"/>
1.2. [Question 2 text goes here]	<input type="text"/>
1.3. [Question 3 text goes here]	<input type="text"/>

Question group #2

2.1. [Question 4 text goes here]	<input type="text"/>
2.2. [Question 5 text goes here]	<input type="text"/>
2.3. [Question 6 text goes here]	<input type="text"/>

Question group #3

3.1. [Question 7 text goes here]	<input type="text"/>
3.2. [Question 8 text goes here]	<input type="text"/>
3.3. [Question 9 text goes here]	<input type="text"/>

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

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1. Insert your logo and enter your company name (use View -> Page Layout option).
2. *Delete all comments.*
3. *Add your own questions.*
4. Change scoring board if needed.
5. Copy Sheet "Survey" in new Excel document.
 - I Open new Excel document.
 - II *Right-click "Survey" sheet name at the bottom of the screen in this document.*
 - III *Choose "Move or copy..." command.*
 - IV Choose newly opened Excel document in "To book" field.
 - V Check "Make copy" at the bottom, and click "OK."
 - VI Save new document and send it to the customer/user.
 - VII *When you receive feedback, open customer's feedback document and this document.*
 - VIII Copy customer's reply form the same way as described in steps II-V.
 - IX Now you have customer's feedback in this document.