

Customer Satisfaction Questionnaire

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

- Extremely professional Very professional Moderately professional Slightly professional
- Not at all professional

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

(Please tick one)

- Extremely responsive Very responsive Moderately responsive Slightly responsive
- Not at all responsive

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

- Extremely well Very well Moderately well Slightly well
- Not at all well

Compared to our competitors, is our product quality better?

(Please tick one)

- Much better Somewhat better About the same Somewhat worse
- Much worse

Compared to our competitors, are our prices reasonable?

(Please tick one)

- Much more reasonable Somewhat more reasonable About as reasonable Somewhat less reasonable
- Much less reasonable

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

(Please tick one)

- Extremely satisfied Moderately satisfied Neither satisfied nor dissatisfied Moderately dissatisfied
- Extremely dissatisfied

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

(Please tick one)

- Extremely likely Very likely Moderately likely Slightly likely
- Not at all likely

Thank you for your answers!

