

Customer Satisfaction Questionnaire

Which of the following words would you use to describe our products? Select all that apply. (Please check all the boxes 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 check 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 check 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 check 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 check 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 check 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 check 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 check 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!

