

Date:

Customer Name:

Contact Name:

1) Why did you contact customer service?

2) What method did you use to contact customer service?

- Telephone
- Mail
- E-Mail
- Fax
- Other:

3) How satisfied are you with the time it took customer service to answer your question or resolve your issue?

- Very Dissatisfied
- Dissatisfied
- Undecided
- Satisfied
- Very Satisfied

Please tell us how much you agree or disagree with the following statements.

5) The customer service representative was knowledgeable and easy to understand.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree

6) The customer service representative was able to handle my problem quickly and to my satisfaction.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree

7) I was treated with respect by the customer service representative.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree

8) The customer service representative was courteous and professional.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree

9) Overall, how satisfied were you with your contact with customer service?

- Very Dissatisfied
- Dissatisfied
- Neither Dissatisfied or Satisfied
- Satisfied
- Very Satisfied

10) Overall, how satisfied were you with the way your question or problem was resolved?

- Very Dissatisfied
- Dissatisfied
- Neither Dissatisfied or Satisfied
- Satisfied
- Very Satisfied

11) How do you rate the product Quality?

- Very Dissatisfied
- Dissatisfied
- Neither Dissatisfied or Satisfied
- Satisfied
- Very Satisfied

12) How would you rate our On-Time Delivery of your order?

- Very Dissatisfied
- Dissatisfied
- Neither Dissatisfied or Satisfied
- Satisfied
- Very Satisfied

13) What changes, if any, can we make to improve our customer service department?