

# Sample Customer Survey

*Please mark one rating for each of the following questions.*

1. How do you rate the overall service that you receive from our company?

Poor     Fair     Good     Excellent

Comments: \_\_\_\_\_

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2. How do you rate the performance of our sales representatives?

Poor     Fair     Good     Excellent

Comments: \_\_\_\_\_

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3. How do you rate our systems and computer capabilities?

Poor     Fair     Good     Excellent

Comments: \_\_\_\_\_

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4. How do you rate the consistency of service from our different offices?

Poor     Fair     Good     Excellent

Comments: \_\_\_\_\_

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5. Overall, does our company:

surpass your expectations?

fulfill your expectations?

not fulfill your expectations?

Comments: \_\_\_\_\_

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6. What do you like most about our company?

Comments: \_\_\_\_\_

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7. How can we improve in the way we serve you?

Comments: \_\_\_\_\_

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*(Optional)*

*Name:* \_\_\_\_\_

*Address:* \_\_\_\_\_

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Thank you for taking the time to complete this survey. Your responses will help us know how we can better serve you in the future.