**[Insert name of Enterprise]**

**Customer Satisfaction Survey**

Thank you for purchasing from us. Please take a moment to tell us about your experience and how well our [insert name of product/service] has been meeting your expectations.

1. How long have you used our services?
   * 0 to 12 months
   * 1 to 3 years
   * More than 3 years
2. What products and services have you purchased from us?
   * [Insert name of service 1]
   * [Insert name of service 2]
   * [Insert name of service 3]
3. Overall, how satisfied are you with your experience?
   * Very satisfied
   * Satisfied
   * Neutral
   * Dissatisfied
   * Very Dissatisfied
4. Would you share your reasons why?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Please rate the following areas of our service

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | **Excellent** | **Satisfied** | **Neutral** | **Dissatisfied** | **Very dissatisfied** | | **Customer service** |  |  |  |  |  | | **Quality of work** |  |  |  |  |  | | **Pricing / Value** |  |  |  |  |  | | **Professionalism** |  |  |  |  |  | | **Ability to meet needs** |  |  |  |  |  | |

1. Will you likely use our services again? (optional)
   * Yes
   * No
   * Not sure

   If not, why not?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Would you recommend us to a colleague or friend?
   * Yes
   * No
   * Not sure
2. Do you have any additional feedback or any other suggestions for improving our services?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Optional – Social and Environmental Mission**

[Insert name of enterprise] is a social enterprise with social and environmental mandates.  [Describe mission]

Please take  a moment to answer the following additional  questions.

[develop a few questions that ask customers about:

* + Whether it is an important factor in their purchasing decision.
  + Whether their perceptions or action have changed as a result of their relationship with you. ]