



Customer Satisfaction Survey B2B/B2C Services Company



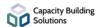
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#### **Services Company**

**Instructions:** We value your feedback and would appreciate it if you could take a few minutes to share your experience with our services. Your input will help us improve and serve you better. Please circle the response that best represents your opinion and provide any additional comments in the space provided.

Company:				
Date:				
Department (optiona	ıl):			
Role/Function (optio	nal):			
Phone (optional): _				
<b>⊘</b> Survey				
1. Service Qu	ality			
1. Quality of Se	ervices Pr	rovided		
Poor				
Fair				
Average				
Good				
Excellent				
N/A				
Comments:				



2. Consistency o	f Service Deliv	very	
Poor			
Fair			
Average			
Good			
Excellent			
N/A			
Comments:			
3. Value for Cost	t		
Poor			
Fair			
Average			
Good			
Excellent			
N/A			
Comments:			



### 2. Customer Support

1.	. Responsivenes	ss of Customer Support
	Poor	
	Fair	
	Average	
	Good	
	Excellent	
	N/A	
Co	mments:	
	T   1   10	. = 66
۷.		ort Effectiveness
	Poor	
	Fair	
	Average	
	Good	
	Excellent	
	N/A	
Co	mments:	



3. Professionalis	sm of Support Staff		
Poor			
Fair			
Average			
Good			
Excellent			
N/A			
Comments:			
3. Communic	ation and Collab	oration	
3. Communic	ation and Collab	oration	
		oration	
3. Communic  1. Clarity of Co		oration	
		oration	
1. Clarity of Co	mmunication	oration	
1. Clarity of Co	mmunication	oration	
1. Clarity of Co Poor Fair	mmunication	oration	
1. Clarity of Co  Poor  Fair  Average	mmunication	oration	
1. Clarity of Co  Poor  Fair  Average  Good	mmunication	oration	
1. Clarity of Co  Poor  Fair  Average  Good  Excellent	mmunication	oration	



2. Responsivene	ess to Inqui	ries		
Poor				
Fair				
Average				
Good				
Excellent				
N/A				
Comments:				
3. Collaboration	and Partne	ership Qual	ity	
Poor				
Fair				
Average				
Good				
Excellent				
N/A				



#### 4. Relationship with Direct Point of Contact

1. Knowledge a	and Expert	tise of Po	int of Co	ntact	
Poor					
Fair					
Average					
Good					
Excellent	ō				
N/A					
Comments:					
2. Availability a	nd Respor	nsiveness	of Point	of Contac	t
Poor					
Fair					
Average					
Good					
Excellent					
N/A					
Comments:					



g of Your B	siness Neeas	
Administ	ative Processe	S
<b></b>		
Billing		
	Administra  Billing	Administrative Processe  Billing



2. Clarity of Billi	ng Stateme	ents		
Poor				
Fair				
Average				
Good				
Excellent				
N/A				
Comments:				
3. Ease of Admi	nistrative P	rocesses		
Poor				
Fair				
Average				
Good				
Excellent				
N/A				
Comments:				



## 6. Ease of Doing Business

1. Ease of Sett	ing Up Serv	vices		
Poor				
Fair				
Average				
Good				
Excellent				
N/A				
Comments:				
2. Flexibility in M	leeting Your	Needs		
Poor				
Fair				
Average				
Good				
Excellent				
N/A				
Comments:			 	



	<b>Doing Business with Our Comp</b>	any
Poor		
Fair		
Average		
Good		
Excellent		
N/A		
Comments:		
7. Meeting De	eadlines and Performanc	e Expectations
Processes		
Processes		
1. Ability to Meet	Deadlines	
	Deadlines	
1. Ability to Mee	Deadlines	
1. Ability to Mee		
1. Ability to Meen Poor Fair		
1. Ability to Meet Poor Fair Average		
1. Ability to Meet Poor Fair Average Good		



•	ng Statements	3	
Poor			
Fair			
Average			
Good			
Excellent			
N/A			
Comments:			
3. Ease of Admi	nistrative Proc	esses	
Poor			
Fair			
Average			
Average Good			
Good			



#### 8. Overall Satisfaction

1. Overall Exper	ience with	Our Con	npany		
Poor					
Fair	_				
Average	_				
Good	_				
Excellent					
N/A					
Comments:					
2. Likelihood to F	Recommend	d Our Serv	vices		
Poor					
Fair					
Average					
Good					
Excellent					
N/A					
Comments:					



3. Likelihood to V	Vork with Us	s Again/Rep	ourchase Ou	r Services	
Poor					
Fair					
Average					
Good					
Excellent					
N/A					
Comments:					
4. Likelihood to R	Recommend □	l Our Servic	es to Others	3	
Fair					
Average					
Good					
Excellent					
N/A					
Comments:					



5. Comparison	to Other Vend	dor Experiences
Poor		
Fair		
Average		
Good		
Excellent		
N/A		
0		
Comments:		
	Addit	ional Comments
• What one thing wou	ld have improved	your customer experience significantly?
• What one thing wou	ld have improved	your customer experience significantly?
		ck! Please return the completed survey [describe .g., via email, mail, or fax].

(This survey is designed to gather critical information about customer satisfaction across various key areas in a B2B service context. Feel free to customize and expand the questions as needed to better suit your specific business requirements.)

