



Capacity Building
Solutions



Customer Satisfaction Survey B2B/B2C Services Company



TABLE OF CONTENTS

1. Service Quality	03
2. Customer Support	05
3. Communication and Collaboration	06
4. Relationship with Direct Point of Contact	08
5. Billing and Administrative Processes	09
6. Ease of Doing Business	11
7. Meeting Deadlines and Performance Expectations Processes	12
8. Overall Satisfaction	14

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 (optional): _____

Role/Function (optional): _____

Phone (optional): _____



Survey

1. Service Quality

1. Quality of Services Provided

Poor ☐

Fair ☐

Average ☐

Good ☐

Excellent ☐

N/A ☐

Comments: _____

2. Consistency of Service Delivery

- Poor ☐
- Fair ☐
- Average ☐
- Good ☐
- Excellent ☐
- N/A ☐

Comments: _____

3. Value for Cost

- Poor ☐
- Fair ☐
- Average ☐
- Good ☐
- Excellent ☐
- N/A ☐

Comments: _____

2. Customer Support

1. Responsiveness of Customer Support

- | | |
|-----------|--------------------------|
| Poor | <input type="checkbox"/> |
| Fair | <input type="checkbox"/> |
| Average | <input type="checkbox"/> |
| Good | <input type="checkbox"/> |
| Excellent | <input type="checkbox"/> |
| N/A | <input type="checkbox"/> |

Comments: _____

2. Technical Support Effectiveness

- | | |
|-----------|--------------------------|
| Poor | <input type="checkbox"/> |
| Fair | <input type="checkbox"/> |
| Average | <input type="checkbox"/> |
| Good | <input type="checkbox"/> |
| Excellent | <input type="checkbox"/> |
| N/A | <input type="checkbox"/> |

Comments: _____

3. Professionalism of Support Staff

- | | |
|-----------|--------------------------|
| Poor | <input type="checkbox"/> |
| Fair | <input type="checkbox"/> |
| Average | <input type="checkbox"/> |
| Good | <input type="checkbox"/> |
| Excellent | <input type="checkbox"/> |
| N/A | <input type="checkbox"/> |

Comments: _____

3. Communication and Collaboration

1. Clarity of Communication

- | | |
|-----------|--------------------------|
| Poor | <input type="checkbox"/> |
| Fair | <input type="checkbox"/> |
| Average | <input type="checkbox"/> |
| Good | <input type="checkbox"/> |
| Excellent | <input type="checkbox"/> |
| N/A | <input type="checkbox"/> |

Comments: _____

2. Responsiveness to Inquiries

- Poor ☐
- Fair ☐
- Average ☐
- Good ☐
- Excellent ☐
- N/A ☐

Comments: _____

3. Collaboration and Partnership Quality

- Poor ☐
- Fair ☐
- Average ☐
- Good ☐
- Excellent ☐
- N/A ☐

Comments: _____

4. Relationship with Direct Point of Contact

1. Knowledge and Expertise of Point of Contact

Poor

Fair

☐

Average

☐

Good

☐

Excellent

☐

N/A

☐☐

Comments:

2. Availability and Responsiveness of Point of Contact

Poor

☐

Fair

☐

Average

☐

Good

☐

Excellent

☐

N/A

☐

Comments:

3. Understanding of Your Business Needs

- Poor ☐
- Fair ☐
- Average ☐
- Good ☐
- Excellent ☐
- N/A ☐

Comments: _____

5. Billing and Administrative Processes

1. Accuracy of Billing

- Poor ☐
- Fair ☐
- Average ☐
- Good ☐
- Excellent ☐
- N/A ☐

Comments: _____

2. Clarity of Billing Statements

- Poor ☐
- Fair ☐
- Average ☐
- Good ☐
- Excellent ☐
- N/A ☐

Comments: _____

3. Ease of Administrative Processes

- Poor ☐
- Fair ☐
- Average ☐
- Good ☐
- Excellent ☐
- N/A ☐

Comments: _____

6. Ease of Doing Business

1. Ease of Setting Up Services

- | | |
|-----------|--------------------------|
| Poor | <input type="checkbox"/> |
| Fair | <input type="checkbox"/> |
| Average | <input type="checkbox"/> |
| Good | <input type="checkbox"/> |
| Excellent | <input type="checkbox"/> |
| N/A | <input type="checkbox"/> |

Comments: _____

2. Flexibility in Meeting Your Needs

- | | |
|-----------|--------------------------|
| Poor | <input type="checkbox"/> |
| Fair | <input type="checkbox"/> |
| Average | <input type="checkbox"/> |
| Good | <input type="checkbox"/> |
| Excellent | <input type="checkbox"/> |
| N/A | <input type="checkbox"/> |

Comments: _____

3. Overall Ease of Doing Business with Our Company

- Poor ☐
- Fair ☐
- Average ☐
- Good ☐
- Excellent ☐
- N/A ☐

Comments: _____

7. Meeting Deadlines and Performance Expectations Processes

1. Ability to Meet Deadlines

- Poor ☐
- Fair ☐
- Average ☐
- Good ☐
- Excellent ☐
- N/A ☐

Comments: _____

2. Clarity of Billing Statements

- Poor ☐
- Fair ☐
- Average ☐
- Good ☐
- Excellent ☐
- N/A ☐

Comments: _____

3. Ease of Administrative Processes

- Poor ☐
- Fair ☐
- Average ☐
- Good ☐
- Excellent ☐
- N/A ☐

Comments: _____

8. Overall Satisfaction

1. Overall Experience with Our Company

- Poor ☐
- Fair ☐
- Average ☐
- Good ☐
- Excellent ☐
- N/A ☐

Comments: _____

2. Likelihood to Recommend Our Services

- Poor ☐
- Fair ☐
- Average ☐
- Good ☐
- Excellent ☐
- N/A ☐

Comments: _____

3. Likelihood to Work with Us Again/Repurchase Our Services

- | | |
|-----------|--------------------------|
| Poor | <input type="checkbox"/> |
| Fair | <input type="checkbox"/> |
| Average | <input type="checkbox"/> |
| Good | <input type="checkbox"/> |
| Excellent | <input type="checkbox"/> |
| N/A | <input type="checkbox"/> |

Comments: _____

4. Likelihood to Recommend Our Services to Others

- | | |
|-----------|--------------------------|
| Poor | <input type="checkbox"/> |
| Fair | <input type="checkbox"/> |
| Average | <input type="checkbox"/> |
| Good | <input type="checkbox"/> |
| Excellent | <input type="checkbox"/> |
| N/A | <input type="checkbox"/> |

Comments: _____

5. Comparison to Other Vendor Experiences

- | | |
|-----------|--------------------------|
| Poor | <input type="checkbox"/> |
| Fair | <input type="checkbox"/> |
| Average | <input type="checkbox"/> |
| Good | <input type="checkbox"/> |
| Excellent | <input type="checkbox"/> |
| N/A | <input type="checkbox"/> |

Comments: _____

Additional Comments

► What one thing would have improved your customer experience significantly?

► What one thing would have improved your customer experience significantly?

Thank you for your time and feedback! Please return the completed survey [describe how you want the survey returned, e.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.)