



CUSTOMER SATISFACTION SURVEY B2B/B2C SERVICES COMPANY



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: _____



CUSTOMER SATISFACTION SURVEY B2B/B2C SERVICES COMPANY

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: _____



CUSTOMER SATISFACTION SURVEY B2B/B2C SERVICES COMPANY

2. Customer Support

1. Responsiveness of Customer Support

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

Comments: _____

2. Technical Support Effectiveness

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

Comments: _____



CUSTOMER SATISFACTION SURVEY B2B/B2C SERVICES COMPANY

3. Professionalism of Support Staff

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

Comments: _____

3. Communication and Collaboration

1. Clarity of Communication

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

Comments: _____



CUSTOMER SATISFACTION SURVEY B2B/B2C SERVICES COMPANY

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: _____



CUSTOMER SATISFACTION SURVEY B2B/B2C SERVICES COMPANY

4. Relationship with Direct Point of

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: _____



CUSTOMER SATISFACTION SURVEY B2B/B2C SERVICES COMPANY

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: _____



CUSTOMER SATISFACTION SURVEY B2B/B2C SERVICES COMPANY

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: _____



CUSTOMER SATISFACTION SURVEY B2B/B2C SERVICES COMPANY

6. Ease of Doing Business

1. Ease of Setting Up Services

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

Comments: _____

2. Flexibility in Meeting Your Needs

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

Comments: _____



CUSTOMER SATISFACTION SURVEY B2B/B2C SERVICES COMPANY

3. Overall Ease of Doing Business with Our Company

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

Comments: _____

7. Meeting Deadlines and Performance Expectations

1. Ability to Meet Deadlines

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

Comments: _____



CUSTOMER SATISFACTION SURVEY B2B/B2C SERVICES COMPANY

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: _____



CUSTOMER SATISFACTION SURVEY B2B/B2C SERVICES COMPANY

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: _____



CUSTOMER SATISFACTION SURVEY B2B/B2C SERVICES COMPANY

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

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

Comments: _____

4. Likelihood to Recommend Our Services to Others

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

Comments: _____



CUSTOMER SATISFACTION SURVEY B2B/B2C SERVICES COMPANY

5. Comparison to Other Vendor Experiences

Poor

Fair

Average

Good

Excellent

N/A

Comments: _____

Total Count:

Poor

Fair

Average

Good

Excellent

Total Average:



CUSTOMER SATISFACTION SURVEY B2B/B2C SERVICES COMPANY



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.)