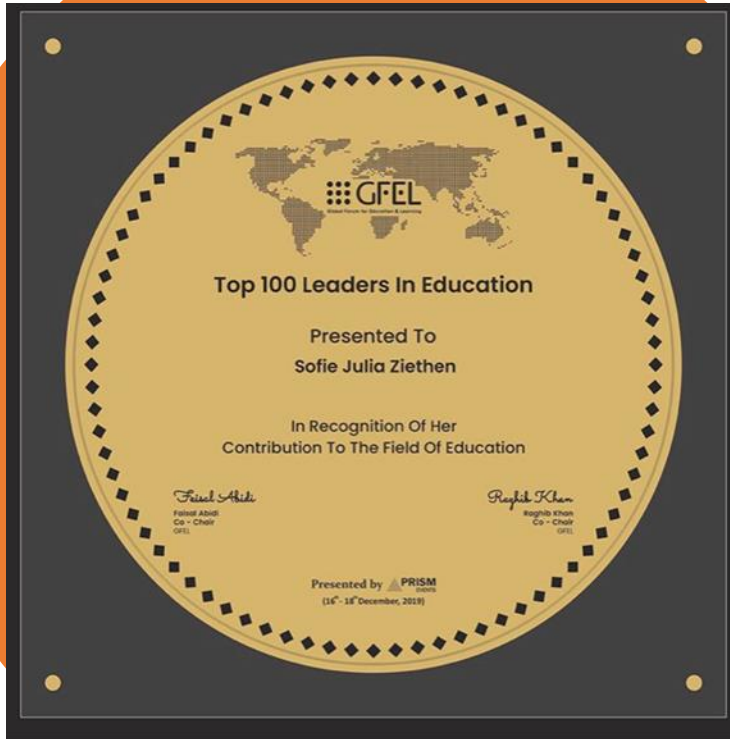




CUSTOMER SERVICE SURVEY

Serviceexcellence –
Training & Development



CUSTOMER SERVICE SURVEY

How is your company doing?

What do your customers think of you?

Do your customers value your service and products?

As the leading expert in Customer Service Management, and Action to Success Coach at Servicexcellence – Training & Development, it is my pleasure to offer you an exclusive, complimentary, online-based customer service survey today.



servicexcellence
TAKE ACTION TO SUCCEED

I VALUE YOU, AND OFFER A FREE SURVEY TODAY

- The online-based and can be shared with up to 100 customers via E-Mail
- The survey is complimentary
- You can ask up to 10 questions (open comment box, or rating questions)
- Choose from a pre-designed set of questions or add your own
- Measure your NPS (net promoter score) online
- Your collected data will remain confidential
- Receive an analysis report within 48 hours



“Does our company make a professional appearance?”

* 1. How would you rate your experience with our product?

- Very satisfied
- Satisfied
- Neither agree nor disagree
- Dissatisfied
- Very dissatisfied

“How satisfied or dissatisfied are you with the performance of our customer service representatives?”

3. Which of the following words would you use to describe our products? Select all that apply.

- Reliable
- High quality
- Useful
- Unique
- Good value for money
- Overpriced
- Impractical
- Ineffective
- Poor quality
- Unreliable

* 1. How likely is it that you would recommend this company to a friend or colleague?

NOT AT ALL LIKELY EXTREMELY LIKELY

0	1	2	3	4	5	6	7	8	9	10
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“Please share your most recent customer service experience you had with us.”

6. How would you rate the value for money of the product?

- Excellent
- Above average
- Average
- Below average
- Poor

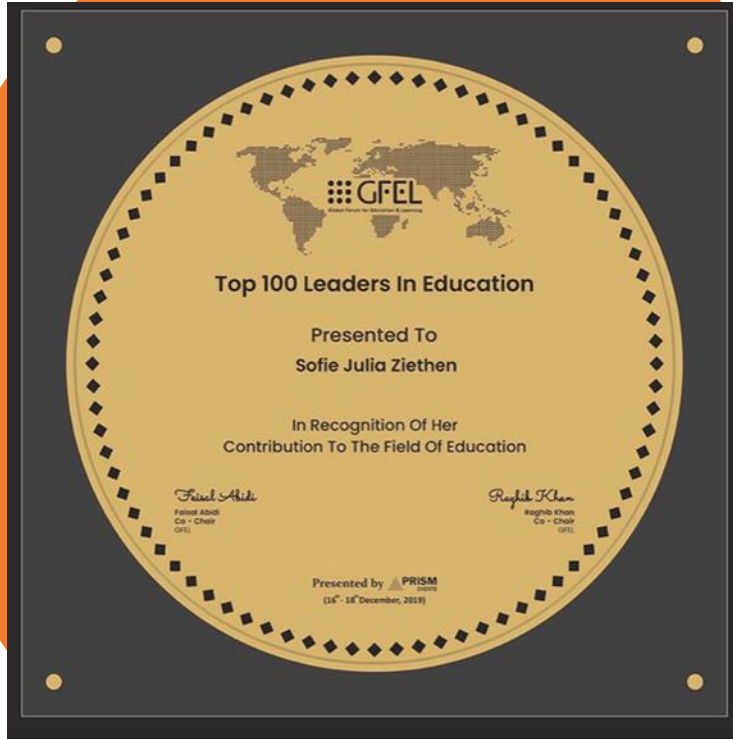
“As a valued customer, we appreciate your feedback. Please share what and where we need to improve as per your opinion.”

8. How long have you been a customer of our company?

- This is my first purchase
- Less than six months
- Six months to a year
- 1 - 2 years
- 3 or more years
- I haven't made a purchase yet

10. Do you have any other comments, questions, or concerns?

“How would you describe our friendly customer service representatives?”



CUSTOMER SERVICE SURVEY

It would be my pleasure to design your complimentary, online-based customer service journey for you.

If you wish to find out how your customers feel about you, and what they value most, contact me today for an initial meeting to customize your survey.

Let us take the right action today, and achieve the right results tomorrow, together.

Thank you,

Sofie J. Ziethen, MS.c.

Action to Success Coach, CEO



servicexcellence
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