**CUSTOMER FEEDBACK FORM**

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| --- | --- |
| **Customer Business Name:** | Company B |
| **Customer Contact Name:** | Person B |
| **Customer Position Title:** | Title B |
| **Feedback Date:** | 26-04-25 |
| **Previous Feedback Date:** | 26-04-24 |
| **Person Obtaining Customer Feedback:** | Employee B |

**Customer feedback questions**

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| --- | --- | --- | --- | --- | --- |
|  | **Very Poor 1** | **Poor 2** | **Fair 3** | **Good 4** | **Very Good 5** |
| How do you rate the quality of our products? |  |  |  |  |  |
| How do you rate our ability to provide products/services on time? |  |  |  |  |  |
| How do you rate our technical support? |  |  |  |  |  |
| How do you rate our quoting and sales processes? |  |  |  |  |  |
| How do you rate the sales representative interactions? |  |  |  |  |  |

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| --- | --- | --- | --- |
| **Total Score:** | **20 /25** | **Average Score:** | **4** |

**General comments/opportunities for improvement**

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| The service was pretty good overall. The quote process was straightforward, though the last delivery took a bit longer than expected. Communication was on point, but the delivery notifications could use some work. |