**Customer survey form for Granhub**

Creating a customer survey form for your website, Gran Hub, can provide valuable insights into customer preferences, satisfaction, and areas for improvement. Here are some steps and sample questions to help you design an effective online survey form:

**1. Define Your Survey Goals**

* **Feedback on Website Experience**: Understand how user-friendly your website is and gather insights on the overall customer journey.
* **Product/Service Feedback**: Learn customer opinions on products or services.
* **Customer Satisfaction**: Gauge satisfaction levels to improve future interactions.
* **Suggestions for Improvement**: Allow customers to provide specific ideas for enhancements.

**2. Select a Platform**

* Use a platform like **Google Forms**, **Type form**, **Survey Monkey**, or **Jot Form** for easy creation and management.

**3. Choose Question Types**

* **Multiple Choice/Checkboxes** for easy answer selection.
* **Likert Scale** for satisfaction ratings (e.g., “Rate your satisfaction from 1-5”).
* **Open-Ended Questions** for detailed feedback.
* **Yes/No Questions** for simple, binary responses.

**4. Example Survey Questions for Granhub**

Here’s a sample survey form divided into key sections:

**Granhub Customer Feedback Survey**

**Section 1: Website Usability**

1. **How easy was it to navigate our website?**
   * (Likert Scale: Very Easy, Easy, Neutral, Difficult, Very Difficult)
2. **Were you able to find what you were looking for?**
   * Yes / No
3. **How would you rate the loading speed of the website?**
   * (1-5 Scale)
4. **Do you have any suggestions for improving the website's navigation or layout?**
   * (Open-ended Text Box)

**Section 2: Product/Service Feedback**

1. **Which of our products/services are you interested in?** *(Select all that apply)*
   * Option A, Option B, Option C, etc.
2. **How satisfied are you with the quality of our products/services?**
   * (1-5 Scale)
3. **What do you like most about our products/services?**
   * (Open-ended Text Box)
4. **Do you have any suggestions for new products or improvements to existing ones?**
   * (Open-ended Text Box)

**Section 3: Customer Service & Support**

1. **How would you rate your overall experience with our customer service?**
   * (1-5 Scale)
2. **Was your issue resolved to your satisfaction?**
   * Yes / No / Partially / Not Applicable
3. **Please provide any additional comments on our customer service.**
   * (Open-ended Text Box)

**Section 4: Overall Satisfaction and Improvement**

1. **How likely are you to recommend GranHub to others?**
   * (1-10 Scale)
2. **What could we do to improve your overall experience with GranHub?**
   * (Open-ended Text Box)
3. **Is there anything else you’d like to share?**
   * (Open-ended Text Box)

**5. Add a Thank You Note**

End with a thank you message and, if possible, offer an incentive (like a discount or special offer) to encourage more responses.

**6. Embed on the Website**

* Embed the survey form directly on your website or provide a pop-up link/button labeled “Share Your Feedback” to improve response rates.