**Customer Satisfaction Survey**

Please help me improve my service by completing this survey. The survey should take only 5 minutes to complete. Please be detailed – this will help me improve my web design skills.

NAME OF PERSON COMPLETING SURVEY: \_\_\_\_Sumana Inavolu\_\_\_\_\_ PHONE: (813)-523-1555\_\_\_\_\_\_

RELATIONSHIP TO STUDENT: \_Mom\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What is your overall satisfaction with your new Web site?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 5 Greatly Exceeds Expectations | 4 Exceeds Expectations | 3 Meets Expectations | 2 Almost Meets Expectations | 1 Fails to Meet Expectations |

1. Please explain why you feel that way.

Great design, site works effectively, good web design skills, nice site for food restaurant

1. How satisfied are you with the look and feel of your new Web site?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 5 Greatly Exceeds Expectations | 4 Exceeds Expectations | 3 Meets Expectations | 2 Almost Meets Expectations | 1 Fails to Meet Expectations |

1. Please explain why you feel that way.

Appeals to the eye, no unnecessary graphics, consistent color pattern

1. How likely are you to recommend my Web design services to a friend or associate?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 5 Very Likely | 4 Somewhat Likely | 3 Neither Likely nor Unlikely | 2 Somewhat Likely | 1 Very Unlikely |

1. Please explain why you feel this way.  
     
   They can order pizza from here.

1. How satisfied are you with the designer giving adequate consideration to your needs and accommodating them to your satisfaction?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 5 Greatly Exceeds Expectations | 4 Exceeds Expectations | 3 Meets Expectations | 2 Almost Meets Expectations | 1 Fails to Meet Expectations |