User Satisfaction Survey Template

Dear User, thank you for your time to give us your feedback. It will greatly help us to continuously improve the service we provide to you. Please circle the options.

1. Was your issues solved to your satisfaction?

Yes / No

1. Please indicate the professionalism of the person handling your issue.

1 2 3 4 5

1. Please indicate the timeliness of our response.

1 2 3 4 5

1. Please indicate how well you were updated on your issues until it was solved.

1 2 3 4 5

1. Please indicate how satisfied were you with the service you received.

1 2 3 4 5

1. We value your feedback. Please tell us what we can do to improve your overall experience.
2. Would you like a manger to call you?

Yes / No