

SATISFACTION SURVEY

In this scenario, a customer satisfaction survey was created for the fictional e-commerce brand Dress and Play to gather insights on customer experience and overall satisfaction.

(THE FORM WAS CREATED USING A GERMAN GOOGLE FORM PRESET, WHICH IS WHY SOME ELEMENTS REMAIN IN GERMAN.)

CUSTOMER SATISFACTION SURVEY:

Dress and Play Customer Satisfaction Survey

We'd love to hear from you! Help us make Dress and Play even better by sharing your thoughts about your shopping experience. Your feedback helps us bring more smiles (and adorable finds) your way!

* Gibt eine erforderliche Frage an

1. What is your age range?

Markieren Sie nur ein Oval.

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55+
- ☐ Prefer not to answer

2. Where are you located?

Markieren Sie nur ein Oval.

- ☐ United States
- ☐ Canada
- ☐ Europe
- ☐ Asia
- ☐ Australia / New Zealand
- ☐ Other regions
- ☐ Sonstiges: _____

3. How many children do you currently have?

Markieren Sie nur ein Oval.

- ☐ None
- ☐ 1
- ☐ 2
- ☐ 3+
- ☐ Prefer not to answer

4. How satisfied are you with the following parts of your Dress and Play experience? *

Markieren Sie nur ein Oval pro Zeile.

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
The variety of products available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of the products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The availability of sizes/styles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ease of using our website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The checkout process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The speed of shipping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. How likely is it that you would recommend Dress and Play to a friend? *

Markieren Sie nur ein Oval.

1	2	3	4	5	6	7	8	9	10	
0 = I	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10 = Extremely likely

6. What is one thing we could do to make your shopping experience better?

7. Was there anything that almost stopped you from completing your purchase?

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