

**Customer Satisfaction Survey**

For Social listening & Research Service

**Revision History**

Date

Author

Agency Reputable Asia

Client

Number



1D Nguyen Duy, Ward 3, Binh Thanh District, Ho Chi Minh City, Vietnam

Phone: +84 (0) 2862873161 Fax: +84 (0) 2862873161 Website: http://www.reputable.asia



We would like to invite customers to rate the satisfaction of the quality of Social Listening & Research service by answering the questions in the survey below. This survey is aimed at collecting customer comments so we can improve the quality of service and better serve your needs.

1. **Project information:**

Cooperation time: From ….. to ……

Service:

Type of products:

What is the purpose of using this service?

Tracking Campaign

Tracking Brand Health

Tracking Product

Developing Marketing/Business Plan

Crisis Management

Other (please specify)

………………………………………..

1. **Questionaire:**
2. ***General:***
3. Throughout the review process, beginning to end, RA Team met or exceeded all of  your requirements and expectations.

Very Unsatisfactory

Unsatisfactory

Neutral

Satisfactory

Very Satisfactory

Feedback:

Please elaborate on your rating score by providing feedback in the space below.

1. RA Team demonstrated a clear understanding of the client’s business.

Very Unsatisfactory

Unsatisfactory

Neutral

Satisfactory

Very Satisfactory

Feedback:

Please elaborate on your rating score by providing feedback in the space below.

1. RA Team delivered a significant insight, business solution, strategy or idea?

Very Unsatisfactory

Unsatisfactory

Neutral

Satisfactory

Very Satisfactory

Feedback:

Please elaborate on your rating score by providing feedback in the space below.

1. I felt like I had a connection with RA Team team. I liked the people and culture.

Very Unsatisfactory

Unsatisfactory

Neutral

Satisfactory

Very Satisfactory

Feedback:

Please elaborate on your rating score by providing feedback in the space below.

1. ***Products:***
2. The agency’s business building recommendations (effectiveness) and the proposed  pricing of the investment (efficiency) were compatible and appropriate?

Very Unsatisfactory

Unsatisfactory

Neutral

Satisfactory

Very Satisfactory

Feedback:

Please elaborate on your rating score by providing feedback in the space below.

1. The product meets the needs and utility?

Very Unsatisfactory

Unsatisfactory

Neutral

Satisfactory

Very Satisfactory

Feedback:

Please elaborate on your rating score by providing feedback in the space below.

1. The product that client received is carefully adjusted in terms of form?

Very Unsatisfactory

Unsatisfactory

Neutral

Satisfactory

Very Satisfactory

Feedback:

Please elaborate on your rating score by providing feedback in the space below.

1. RA Team gave a concise presentation that flowed well?

Very Unsatisfactory

Unsatisfactory

Neutral

Satisfactory

Very Satisfactory

Feedback:

Please elaborate on your rating score by providing feedback in the space below.

1. RA team solution was well integrated?

Very Unsatisfactory

Unsatisfactory

Neutral

Satisfactory

Very Satisfactory

Feedback:

Please elaborate on your rating score by providing feedback in the space below.

1. Other comments:

1. ***Timing:***
2. Client is satisfied with the time it takes to receive products from the RA team?

Very Unsatisfactory

Unsatisfactory

Neutral

Satisfactory

Very Satisfactory

Feedback:

Please elaborate on your rating score by providing feedback in the space below.

1. Other comments:

1. ***Support & Advice:***
2. How do you feel about the working and cooperative attitude of RA team members?

Very Unsatisfactory

Unsatisfactory

Neutral

Satisfactory

Very Satisfactory

Feedback:

Please elaborate on your rating score by providing feedback in the space below.

1. Does the client receive advice and support from the RA team?

Very Unsatisfactory

Unsatisfactory

Neutral

Satisfactory

Very Satisfactory

Feedback:

Please elaborate on your rating score by providing feedback in the space below.

1. RA Team & client worked well together as a team?

Very Unsatisfactory

Unsatisfactory

Neutral

Satisfactory

Very Satisfactory

Feedback:

Please elaborate on your rating score by providing feedback in the space below.

1. The client is satisfied with the answers and explanations from the RA team?

Very Unsatisfactory

Unsatisfactory

Neutral

Satisfactory

Very Satisfactory

Feedback:

Please elaborate on your rating score by providing feedback in the space below.

1. Other comments:

1. ***Summary.***
2. I wish RA Team would have …or I would have liked to have seen …

Please provide feedback in the space below.

Feedback:

1. (INCLUDE IF THIS SCORECARD IS ANSWERED FOR LOSSES ONLY)…………………

The one thing that RA Team was missing or the one thing that RA Team could   have done differently to win the business.

Please provide feedback in the space below.

Feedback:

1. Please provide any other comments, observations or suggestions pertaining to RA Team’s performance during the review.

Please provide feedback in the space below.

Feedback:

Thank you for taking the time to provide RA Team with this helpful feedback.

11Nhă