**Customer Satisfaction Survey**

Thank you for purchasing from us. Please take a moment to tell us about your experience and how well our [insert name of product/service] has been meeting your expectations.

1. How long have you used our services?
	* 0 to 12 months
	* 1 to 3 years
	* More than 3 years
2. What products and services have you purchased from us?
	* [Insert name of service 1]
	* [Insert name of service 2]
	* [Insert name of service 3]
3. Overall, how satisfied are you with your experience?
	* Very satisfied
	* Satisfied
	* Neutral
	* Dissatisfied
	* Very Dissatisfied
4. Would you share your reasons why?

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1. Please rate the following areas of our service

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|   | **Excellent** | **Satisfied** | **Neutral** | **Dissatisfied** | **Very dissatisfied** |
| **Customer service** |   |   |   |   |   |
| **Quality of work** |   |   |   |   |   |
| **Pricing / Value** |   |   |   |   |   |
| **Professionalism** |   |   |   |   |   |
| **Ability to meet needs** |   |   |   |   |   |

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1. Will you likely use our services again? (optional)
	* Yes
	* No
	* Not sure

   If not, why not?

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1. Would you recommend us to a colleague or friend?
	* Yes
	* No
	* Not sure
2. Do you have any additional feedback or any other suggestions for improving our services?

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**Optional – Social and Environmental Mission**

[Insert name of enterprise] is a social enterprise with social and environmental mandates.  [Describe mission]

Please take  a moment to answer the following additional  questions.

[develop a few questions that ask customers about:

* + Whether it is an important factor in their purchasing decision.
	+ Whether their perceptions or action have changed as a result of their relationship with you. ]