



SATISFACTION SURVEY FORM

Company	
Client Name	
Project title	
Survey date	

Dear valued customer,

Our goal is to be the best goods and services provider in this industry. As our customer, your constructive comments would be greatly appreciated in order to help us continuously improve our service to you.

Please rate our service by circling on a scale of 1 to 5 with the highest number representing more satisfaction, '5' mean being fully satisfied, and the lower numbers representing relatively little satisfaction, '1' mean no satisfaction.

No.	Criteria / Description(s)	Rating				
		5 Highly Satisfy	4 Satisfy	3 Neither	2 Dissatisfy	1 Highly dissatisfy
1.	Timeliness / Promptness	[]	[]	[]	[]	[]
2.	Courteousness	[]	[]	[]	[]	[]
3.	Competency	[]	[]	[]	[]	[]
4.	Helpfulness	[]	[]	[]	[]	[]
5.	Professionalism	[]	[]	[]	[]	[]
6.	Total Satisfaction	[]	[]	[]	[]	[]

Total Mark

/ 30

%

Please tell us your comments or suggestion in order to improve our service to you:

.....

.....

.....

.....

(Signature)

Name:

Date:

Thank you for your valuable feedback and comments. We sincerely appreciate your honest opinion and will take your input into consideration while providing services in the future.