

Customer Survey Sample

**Tips:**

* Simple Salutation Personalization.
* Tell Them Why They are Receiving the Invite.
* Explain the Purpose of the Survey.
* Give a Realistic Estimate of the Time it Will Take.
* Show Them the Survey Link.

**Survey Questions: 3 minutes**

**How satisfied are you with your experience at \_\_\_\_\_\_\_\_\_**

1: Not Satisfied at all 2: Un-Satisfied 3: Satisfied 4: Very Satisfied 5: Extremely Satisfied

Please explain:

**How likely are you to use our services again?**

1: Very Unlikely 2: Unlikely 3: Perhaps 4: Likely 5: Extremely Likely

Please explain:

**How can we improve your experience with our services?**

**If there was one new feature or service you could suggest what would it be and why?**

**Why did you choose to have us provide our services for you? Why do you continue to use our services?**

**If you could change one thing here at \_\_\_\_\_\_\_ what that be?**