

Customer Satisfaction Survey Form Example

1. Personal Details

- Name: _____
- Email Address: _____
- Contact Number: _____

2. Purchase Information

- Product or Service: _____
- Date of Purchase: _____
- Transaction ID: _____

3. Satisfaction Metrics

- Overall Satisfaction:
 - Very Satisfied
 - Satisfied
 - Neutral
 - Dissatisfied
 - Very Dissatisfied
- Product Quality:
 - Excellent
 - Good
 - Fair
 - Poor
- Service Quality:
 - Excellent
 - Good
 - Fair
 - Poor

4. Comments and Suggestions

- Most Appreciated Aspect: _____
- Improvement Areas: _____
- Additional Feedback: _____

5. Recommendation Probability

- Would you refer our services/products to others?
 - Yes
 - No

Table for Detailed Feedback

Aspect	Excellent	Good	Fair	Poor
Product Quality	[]	[]	[]	[]
Customer Service	[]	[]	[]	[]
Value for Money	[]	[]	[]	[]
Delivery Time	[]	[]	[]	[]
User Experience	[]	[]	[]	[]
Technical Support	[]	[]	[]	[]
Responsiveness	[]	[]	[]	[]
Overall Experience	[]	[]	[]	[]