

Customer Satisfaction Survey

IQRA No.: _____

Dear Customer,

It is a great privilege and pride for us to serve you all this time. We request you to take a little time and tell us about our services which could be offered in a best manner the way you want it. In order to achieve this splendor, please fill out this questionnaire and forward it to us.

SN	Evaluation Criteria	Excellent (4)	Good (3)	Average (2)	Poor (1)
1.	Technical Expertise/ Level Competency our Staff:				
	A. Technical Team				
	B. Admin				
2.	Reliability and Accuracy Level of Our Services:				
	A. Technical Team				
	B. Admin				
3.	Timely delivery of our services/ response time in attending to your need:				
	A. Technical Team				
	B. Admin				
4.	Behavior and the manner of communication of our staff towards you:				
	A. Technical Team				
	B. Admin				
5.	Follow –ups and Consistent in Maintaining Customer Relationship at all times.				
	A. Technical Team				
	B. Admin				

Suggestions: _____

Name:

Designation:

Date:

Company:

Contact No:

Company Stamp/Sign: