

**CUSTOMER SATISFACTION SURVEY**

Your feedback is very important to us. So that we can better improve our level of service, please complete the below survey regarding your recent event. We appreciate your feedback!

**NAME**

**TITLE**

**ORGANIZATION**

**NAME OF EVENT FOR WHICH WE PROVIDED SERVICES?**

**ON A SCALE OF 1 TO 5 (1= POOR, 5= EXCELLENT), HOW WOULD YOU RATE US ON THE FOLLOWING SERVICES?**

1    2    3    4    5    N/A

1    2    3    4    5    N/A

1    2    3    4    5    N/A

1    2    3    4    5    N/A

1    2    3    4    5    N/A

1    2    3    4    5    N/A

1    2    3    4    5    N/A

1    2    3    4    5    N/A

1    2    3    4    5    N/A

1    2    3    4    5    N/A

**DID YOU EXPERIENCE ANY CHALLENGES IN WORKING WITH US ON YOUR EVENT?**    YES    NO   *If "yes" please specify.*

**DID WE RESOLVE THE ISSUE(S) TO YOUR SATISFACTION?**    YES    NO    N/A

**WHAT COULD WE HAVE DONE BETTER TO RESOLVE THE PROBLEM?**    YES    NO    N/A

**FROM 1 TO 5 (1= NOT SATISFIED, 5 = EXTREMELY SATISFIED), RATE YOUR SATISFICATION LEVEL W/THE OVERALL EXPERIENCE**

1    2    3    4    5

**FROM 1 TO 5 (1= NOT LIKELY, 5 = EXTREMELY LIKELY), HOW LIKELY ARE YOU WORK WITH US AGAIN?**

1    2    3    4    5

**WOULD YOU RECOMMEND US TO YOUR COLLEAGUES OR OTHER COMPANIES?**    YES    NO

**PLEASE PROVIDE US WITH A TESTIMONIAL QUOTE REGARDING YOUR RECENT EXPERIENCE.**