

## **Customer Service Survey Script**

Good afternoon, my name is \_\_\_\_\_ and I am calling on behalf of *Our Company*  
May I have a brief moment of your time to ask you a few questions about the quality of service that you are receiving?

### **Questions:**

**How would you rate your overall satisfaction with *Our Company* in regards to the following:**

**1. Delivery of product (timeliness, correct part number etc.)**

- 1 – Very poor
- 2 – Somewhat unsatisfactory
- 3 – Average
- 4 - Very Satisfactory
- 5 – Superior

**2. Reliability of products (ability of equipment to function when installed in the field...)**

- 1 – Very poor
- 2 – Somewhat unsatisfactory
- 3 – Average
- 4 - Very Satisfactory
- 5 – Superior

**3. Problem resolution (for example: a complaint)**

- 1 – Very poor
- 2 – Somewhat unsatisfactory
- 3 – Average
- 4 - Very Satisfactory
- 5 – Superior

**4. Overall value of services and products provided.**

- 1 – Very poor
- 2 – Somewhat unsatisfactory
- 3 – Average
- 4 - Very Satisfactory
- 5 – Superior

**5. What could *Our Company* do to help improve their services?**

**Thank-you so much for your time!**