

CUSTOMER SERVICE SATISFACTION SURVEY

Based on your personal experiences during the past three months, please rate your satisfaction with your Dedicated Customer Service Representative on the following dimensions of service. Please use the following scale:

1 Very Dissatisfied	2 Dissatisfied	3 Neither Dissatisfied nor Satisfied	4 Satisfied	5 Very Satisfied	6 Not Applicable
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	1	2	3	4	5	N/A
1. Answers calls promptly.	①	②	③	④	⑤	⑥
2. Minimizes on-hold time.	①	②	③	④	⑤	⑥
3. Demonstrates courteousness and respect.	①	②	③	④	⑤	⑥
4. Demonstrates professionalism (competence).	①	②	③	④	⑤	⑥
5. Employs proper telephone etiquette.	①	②	③	④	⑤	⑥
6. Demonstrates understanding of your company's business (key priorities, key contacts and ordering patterns).	①	②	③	④	⑤	⑥
7. Exhibits product knowledge.	①	②	③	④	⑤	⑥
8. Responds to requests and inquiries.	①	②	③	④	⑤	⑥
9. Provides accurate information (e.g., real-time information on status of orders/claims).	①	②	③	④	⑤	⑥
10. Demonstrates initiative (e.g., acknowledges potential problems like inventory availability).	①	②	③	④	⑤	⑥
11. Demonstrates attention to detail.	①	②	③	④	⑤	⑥
12. Utilizes follow-up skills (returning phone calls; tracking a late/lost shipment).	①	②	③	④	⑤	⑥
13. Demonstrates communication skills (e.g., explaining things clearly).	①	②	③	④	⑤	⑥
14. Employs problem-solving skills (e.g., handling lost/late or incomplete shipments and clearing deductions).	①	②	③	④	⑤	⑥
15. Overall customer service interaction experience.	①	②	③	④	⑤	⑥