

Customer Satisfaction Survey Template

[Company Name] Customer Satisfaction Survey

We value your feedback and strive to improve our services. Please take a few moments to complete this survey and share your experience with us.

On a scale of 1-5, how satisfied are you with our products/services?

- 1 – Very Dissatisfied
- 2 – Dissatisfied
- 3 – Neutral
- 4 – Satisfied
- 5 – Very Satisfied

How likely are you to recommend our products/services to others?

- 1 – Not at all likely
- 2 – Unlikely
- 3 – Neutral
- 4 – Likely
- 5 – Very likely

How well do our products/services meet your needs and expectations?

- 1 – Not at all well
- 2 – Poorly
- 3 – Average
- 4 – Well
- 5 – Extremely well

How would you rate the quality of our customer service/support?

- 1 – Very Poor
- 2 – Poor
- 3 – Average
- 4 – Good
- 5 – Excellent

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Did our incentive and reward program contribute to your overall satisfaction?

- 1 – Not at all
- 2 – Minimally
- 3 – Somewhat
- 4 – Significantly
- 5 – Very significantly

What aspects of our incentive and reward program were most valuable?

Is there anything you want to see improved or added to our incentive and reward program?

How frequently do you engage with our incentive and reward program?

Have you redeemed any rewards through our program? If yes, please specify which rewards you found most appealing.

Any additional comments or suggestions to help us improve our products/services and incentive and reward program?

Thank you for taking the time to complete this survey. Your feedback is greatly appreciated and will help us improve our offerings to meet your needs.