

Customer Satisfaction Survey



Survey #: _____

Customer: _____

Date: _____

Contact: _____

Sales Person: _____

Based on your recent experience with our support team, please indicate how strongly you agree or disagree with the following statements:

	Strongly Agree	4	3	2	Strongly Disagree
It was easy to contact a support person.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support person was knowledgeable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support person provided answers quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support person was courteous.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Based on your recent experience with our product, please indicate how strongly you agree or disagree with the following statements:

	Strongly Agree	4	3	2	Strongly Disagree
Product quality is excellent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The product's return rate is better than that of competitors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product pricing is better than that of competitors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product arrived on the date promised.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Based on your recent overall experience with Legacy Electronics, please indicate how strongly you agree or disagree with the following statements:

	Strongly Agree	4	3	2	Strongly Disagree
I received excellent overall customer service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would purchase products from Legacy again in the future.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I will recommend Legacy's products and services to others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Customer Feedback:
(Legacy Electronics welcomes your feedback. Customer Satisfaction is our goal).