

# Questionnaire: Customer Satisfaction Survey

Please answer all the questions.

Your privacy is very important to us! Your answers are confidential, so please be completely honest.

Your name:

Your email address:

Subscribe to our mailing list

## General

Company Name

Your position

Cost Centre

How long have you been a customer of our Company?  
 Less than 6 months  
 1 - 2 years  
 3 or more years

Does your company have a Employee Screening Policy?  
 Yes  
 No

If No, would you be interested in a training course to develop an Employee Screening Policy?  
 Yes  
 No

## Questions

Overall, how satisfied or dissatisfied are you with our company?  
 Very Satisfied  
 Somewhat satisfied  
 Somewhat dissatisfied  
 Very dissatisfied

Which of the following words would you use to describe our products?  
Select all that apply.  
 Reliable  
 Informative  
 Unique  
 Good value for money  
 Overpriced  
 Ineffective

How well does our product meet your needs?  
 More than adequate  
 Adequate  
 Inadequate

Which one of our products do you find most useful?

How would you rate the Turn around Times of our reports?  
 Good  
 Average  
 Poor

How would you rate the quality of our customer service?  
 High Quality  
 Average quality  
 Low quality

How responsive have we been to your questions or concerns about our products?  
 Extremely responsive  
 Very responsive  
 Not so responsive  
 Not at all responsive  
 Not applicable

## Overall

Is there a specific member of staff that you would like to give a mention to?

Are you aware of the benefits of the following products - please select if yes:  
 Behavioural Assessments  
 Integrity Assessments  
 Employee Satisfaction Surveys  
 Online Appraisals and Exit Interviews  
 N/A

Please advise if you would like us to send you further information on any of these products and if so, which ones?

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Would you like to give any general feed-back/comments?

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**Nearly finished! Please press the Submit button below to save your answers.**