

## Customer Service Questionnaire Example

Please help us improve our patient services by completing this questionnaire. Do not sign your name. Please place in the "Survey Box" when completed.

| <b>Laboratory Customer Service Questionnaire</b> |                                                                                                                                          |                                           |                           |
|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|---------------------------|
| <b>Date of visit:</b>                            |                                                                                                                                          | <b>Time (hour [am or pm]):</b>            |                           |
| <b>Your age:</b>                                 |                                                                                                                                          | <b>Your gender:</b>                       | <b>Male</b> <b>Female</b> |
| No.                                              | Question                                                                                                                                 | Please circle your answer                 |                           |
| 1                                                | Please rate your overall experience with your visit today.                                                                               | Excellent<br><br>Good<br><br>Satisfactory | Not very good<br><br>Poor |
| 2                                                | How long did you have to wait?                                                                                                           | No wait                                   | Specify:                  |
| 3                                                | Was everything explained clearly?                      Yes<br>If NO, please explain:                                                     |                                           |                           |
| 4                                                | Were you treated with courtesy and caring?                      Yes<br>If NO, please explain:                                            |                                           |                           |
| 5                                                | Was the waiting comfortable?                      Yes<br>If NO, please explain:                                                          |                                           |                           |
| 6                                                | Was the patient room clean?                      Yes<br>If NO, please explain:                                                           |                                           |                           |
| 7                                                | Was it easy to find the laboratory?                      Yes<br>If NO, please explain:                                                   |                                           |                           |
| 8                                                | If you had a needle stick (venipuncture) was it comfortable?                      Yes, not painful<br>If NO, or painful, please explain: |                                           |                           |

# Sample Customer Service Survey Questions

**Robert R. Redfield**



## Sample Customer Service Survey Questions:

**Measuring Customer Service Effectiveness** Sarah Cook, 2004 Sarah Cook's down to earth guide provides the rationale behind measuring service effectiveness and explains the measurement process from start preparation to finish managing the results

**Oversight of Customer Service at the Office of Workers' Compensation Programs** United States. Congress. House. Committee on Government Reform. Subcommittee on Government Management, Information, and Technology, 2000

**Support Services Questionnaire Library**, [The Complete Idiot's Guide to Great Customer Service](#) Ron Karr, 2003-01-13 You're no idiot of course You skillfully manage your kids temper tantrums diplomatically handle office politics and even pleasantly deal with your friends bickering But when it comes to handling customer service you feel utterly lost It's time to make great customer service an indispensable part of your daily operation The Complete Idiot's Guide to Great Customer Service teaches you how to create the Service Difference service that genuinely pleases your customers and sets your organization apart from the pack

**Customer Service For Dummies** Karen Leland, Keith Bailey, 2011-03-03 Customer Service For Dummies Third Edition integrates the unbeatable information from Customer Service For Dummies and Online Customer Service For Dummies to form an all in one guide to customer loyalty for large and small businesses alike The book covers the fundamentals of service selling and presents up to date advice on such fundamentals as help desks call centers and IT departments Plus it shows readers how to take stock of their customer service strengths and weaknesses create useful customer surveys and learn from the successes and failures of businesses just like theirs Karen Leland and Keith Bailey Sausalito CA are cofounders of Sterling Consulting Group an international consulting firm specializing in quality service consulting and training for such clients as Oracle IBM Avis and Lucent

*Best Practices in Customer Service* John A. Woods, 1999

**Customer Care** Pat Gannon-Leary, Michael McCarthy, 2010-03-15 Customer Care provides a detailed course suitable for delivery to library staff at all levels It can be used as a stand alone reference work for customer care processes and procedures or alternatively it can be used by library staff to tailor a customer care course to suit the requirements and training needs of their own staff Dual use reference work and or training manual Potential as a text book Applicable to a wider context than LIS could be used for a whole HEI institutional approach to customer care or in local authorities public services

[Customer Service Guide](#) United States. Bureau of Labor Statistics, 2000

**Gower Handbook of Customer Service** Peter Murley, 1997 This new Gower Handbook covers an area of management that is now regarded as fundamental to the success of any organization whether it is in the private or the public sector A team of experienced professionals and practising managers have pooled their expertise to provide nearly 50 chapters of current best practice in all aspects of customer service management making this a valuable addition to the renowned Gower Handbook series

*Methods of Research on Human Development and Families* Theodore N. Greenstein, Shannon N. Davis, 2019-07-11 Methods of Research on Human Development and Families is an introduction to quantitative and qualitative research methods that teaches

students how to be intelligent and critical consumers of research on families This new book has been adapted from the author team s previous SAGE text *Methods of Family Research* and includes applications and examples from both family science and human development research With a focus on interpreting and understanding research techniques rather than doing research this text illustrates how research on families is conducted and helps students gain the competence and confidence to effectively read interpret and critique published research reports

**Making Surveys Work for Your Library** Robin Miller,Kate Hinnant,2018-12-01 Instead of using expensive off the shelf surveys or relying on a poorly worded survey read *Making Surveys Work for Your Library* and design your own that collect actionable data Library listservs and websites are littered with examples of surveys that are too long freighted with complex language and generally poorly designed The survey however is a widely used tool that has great potential if designed well Libraries can implement surveys for a variety of purposes including planning program evaluation collection development and space design *Making Surveys Work for Your Library* Guidance Instructions and Examples offers librarians a contemporary and practical approach to creating surveys that answer authentic questions about library users Miller and Hinnant have experience designing deploying and analyzing quantitative and qualitative data from large scale web based user surveys of library patrons as well as smaller survey instruments targeted to special populations Here they offer library professionals a guide to developing and examples of concise surveys that gather the data they need to make evidence based decisions define the scope of future research and understand their patrons

Marketing Research Bonita Kolb,2017-10-23 An introductory textbook that provides students with the essential information needed to plan and perform marketing research for the first time The Second Edition presents a balanced mix of qualitative and quantitative methods reflecting contemporary trends This includes a new chapter on Netnography and new and increased coverage of the digital aspects of marketing research and the impact of social media and the online environment The book includes exercises and activities within the chapters that can be used in class Along with a collection of new international case studies including Europe Renault France Miele Germany Cinemas and confectionary markets in China Coffee culture in South Korea The book is complemented by chapter specific lecturer PowerPoint slides Suitable reading for students who are new to marketing research

**Vital and Health Statistics** ,1988

Development of the National Home and Hospice Care Survey Barbara J. Haupt,1994

**Proceedings of the 2nd International Conference: Quantitative and Qualitative Methodologies in the Economic and Administrative Sciences** Christos Frangos,2009

**Web-based Survey Techniques** Gregory Spitz,Frances L. Niles,Thomas J. Adler,Transit Cooperative Research Program,2006

**FCC Record** United States. Federal Communications Commission,2012

*National Long-term Care Survey and National Survey of Informal Care Givers*, 1982 ,1982

**Health Fitness Management** Mike Bates,Michael J. Spezzano,Mike Spezzano,Guy Danhoff,2019 *Health Fitness Management* Third Edition is the fundamental resource for the management and operation of health and fitness facilities and programs

Department of Transportation and Related Agencies Appropriations for 2002: Department of Transportation ... pt. 6.  
Airline delays and aviation system capacity ... pt. 7. Testimony of members of Congress and public witnesses United States.  
Congress. House. Committee on Appropriations. Subcommittee on Department of Transportation and Related Agencies  
Appropriations, 2001

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