

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.

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

Sample Customer Service Survey Questions

Peter Murley



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

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future business growth By measuring these three components of customer loyalty companies will be better able to manage their customer relationships to maximize growth through new and existing customers Second because of the diverse business practices companies can employ with respect to their CFPs there are hundreds of different ways a company can structure its particular program Some companies have top executive support for their programs while others do not Some companies integrate their customer feedback data into their daily business processes while others keep them separate Some companies use customer feedback results as part of their employee incentive programs while other companies rely on more traditional incentive programs Still some companies conduct in depth customer research using their feedback data while others rely on basic reporting of their customer feedback data for their customer insight But are there critical elements of a customer feedback program that are absolutely necessary for its success Can a company exclude some elements from its program without adversely impacting its effectiveness How important are certain components in increasing customer loyalty This book answers these questions It is a direct result of the author s scientific research and professional experience in the field of customer satisfaction and loyalty This book represents the first scientific study that has tried to identify the best practices of customer feedback programs Hayes formally collected information from many CFP professionals regarding how they structure their CFPs and identified specific CFP practices that lead to higher levels of customer loyalty Additionally he worked first hand with employees from Microsoft Oracle Harris Stratex Networks Akamai and American Express Business Travel in gathering insights and case studies to illustrate how to build a world class CFP Learn why companies should look beyond the NPS as the ultimate question and learn how to design an effective CFP that will help improve the customer experience increase customer loyalty and ultimately drive business growth For those unfamiliar with CFPs the appendices provide detail on methods used in the main body of the book a discussion on methods of determining customer requirements those elements of your business that are important to your customers a complete discussion on how to write survey questions and brief discussions on particular statistical analysis methods that can help you understand how customer feedback data are analyzed

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