

## Template 2: Customer Satisfaction Survey

**Instructions:** Please provide your feedback on your recent experience with our product/service. Your responses will help us improve and better serve you.

### Quantitative Questions

1. **How likely are you to recommend our product/service to others? (NPS)**
  - 0: Not at all likely
  - 10: Extremely likely
2. **How would you rate the value for money of our product/service?**
  - 1: Poor
  - 5: Excellent
3. **How satisfied are you with our customer support?**
  - 1: Very Dissatisfied
  - 5: Very Satisfied

### Qualitative Questions

1. **What do you like most about our product/service?**
  - This question helps identify strengths that can be emphasized in marketing and development.
2. **What, if anything, do you find frustrating or disappointing about our product/service?**
  - This question uncovers pain points that need to be addressed.
3. **How can we improve your experience with our product/service?**
  - This question seeks actionable suggestions for improvement.
4. **Can you share any specific instances where our customer support exceeded your expectations or fell short?**
  - This question provides insights into the performance of the customer support team.