

# Bank Service Quality Evaluation Survey

Conducting a **bank service quality evaluation survey** is essential for understanding customer satisfaction and identifying areas for improvement. This survey sample provides a structured approach to assessing various aspects of banking services, including responsiveness, reliability, and customer support. Utilizing this tool helps banks enhance their service standards and build stronger customer relationships.

**Instructions:** Please rate the following aspects of our service based on your most recent banking experience. Your feedback is valuable and will help us improve our services.

- 1 - Very Dissatisfied
- 2 - Dissatisfied
- 3 - Neutral
- 4 - Satisfied
- 5 - Very Satisfied

## 1. Responsiveness

How quickly did our staff respond to your inquiries?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

How satisfied are you with the ease of contacting our bank?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

## 2. Reliability

Our staff delivered accurate and dependable information.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

How consistently do you receive correct services at our bank?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

## 3. Customer Support

How effective was the assistance you received from our staff?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Were your issues and questions resolved in a timely manner?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

## 4. Overall Satisfaction

Please rate your overall satisfaction with the bank's services.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

What improvements would you recommend?

Your suggestions...

Submit