

Customer Service Feedback Evaluation Form Sample

Use this **customer service feedback evaluation form sample** to gather valuable insights about your team's performance. It is designed to help you identify strengths and areas for improvement by collecting detailed customer opinions. Implementing regular feedback ensures enhanced service quality and increased customer satisfaction.

Customer Information

Name (optional):

Email (optional):

Service Experience

Date of Service:

Name of Representative (if known):

Feedback Evaluation

1. How would you rate the overall quality of the service you received?

Choose ▾

2. How satisfied are you with the response time?

☐ Very Satisfied

☐ Satisfied

☐ Neutral

☐ Dissatisfied

☐ Very Dissatisfied

3. What did you like most about our service?

4. How can we improve our service?

5. Any additional comments or suggestions?

Submit Feedback