

Survey Questionnaire for Customer Satisfaction Analysis

A **survey questionnaire** for customer satisfaction analysis is a structured tool designed to gather feedback on customer experiences and expectations. It helps businesses identify strengths and areas for improvement by collecting quantitative and qualitative data. Utilizing well-crafted questions ensures accurate insights for enhancing overall service quality.

Section 1: General Information

Name (optional):

Age:

 Select ▾

Gender:

 Select ▾

Section 2: Customer Experience

1. How satisfied are you with our products/services?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

2. How likely are you to recommend our company to others?

- Very Likely
- Likely
- Neutral
- Unlikely
- Very Unlikely

3. What can we improve?

4. Additional comments or suggestions: