

Customer Service Feedback Assessment Form Sample

Use this **customer service feedback assessment form sample** to effectively gather valuable insights from clients about their experience. It helps organizations identify areas of improvement and enhance overall service quality. Collecting consistent feedback ensures that customer satisfaction remains a top priority.

Full Name (optional):

Your name

Email Address (optional):

you@example.com

Date of Service:

Type of Service Received:

e.g., Support call, In-store visit

Please rate the following aspects of our customer service:

Friendliness:

--Select--

Knowledge:

--Select--

Timeliness:

--Select--

Problem Resolution:

--Select--

What could we improve?

Share any suggestions you have...

What did we do well?

Let us know what you appreciated!

Overall, how satisfied are you with our service?

--Select--

☐ I consent to my feedback being used to improve customer service.

Submit Feedback