

# 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**