

## Customer Satisfaction

**Survey Title:** Sample Customer Satisfaction Survey

### Responses By Question Analysis:

**1.** The level of our analytic skills?

		Response Total	Response Percent
Very Satisfied		1	25%
Satisfied		3	75%
Neutral		0	0%
Dissatisfied		0	0%
Very Dissatisfied		0	0%
Do Not Know		0	0%
Not Applicable		0	0%
<b>Total Respondents</b>		<b>4</b>	
<b>Average</b>		<b>4.25</b>	
<b>Weighted Average</b>		<b>4.25</b>	

**2.** The level of expertise in our specialist area?

		Response Total	Response Percent
Very Satisfied		2	50%
Satisfied		2	50%
Neutral		0	0%
Dissatisfied		0	0%
Very Dissatisfied		0	0%
Do Not Know		0	0%
Not Applicable		0	0%
<b>Total Respondents</b>		<b>4</b>	
<b>Average</b>		<b>4.5</b>	
<b>Weighted Average</b>		<b>4.5</b>	

**3.** The level of rapport with stakeholders?

		Response Total	Response Percent
Very Satisfied		1	25%
Satisfied		3	75%
Neutral		0	0%
Dissatisfied		0	0%
Very Dissatisfied		0	0%
Do Not Know		0	0%
Not Applicable		0	0%
<b>Total Respondents</b>		<b>4</b>	
<b>Average</b>		<b>4.25</b>	
<b>Weighted Average</b>		<b>4.25</b>	

**4.** The consistence of service quality?

		Response Total	Response Percent
Very Satisfied		2	50%
Satisfied		2	50%
Neutral		0	0%
Dissatisfied		0	0%
Very Dissatisfied		0	0%
Do Not Know		0	0%
Not Applicable		0	0%
<b>Total Respondents</b>		<b>4</b>	
<b>Average</b>		<b>4.5</b>	

**5. Meeting all deadlines?**

		Response Total	Response Percent
Very Satisfied		2	50%
Satisfied		2	50%
Neutral		0	0%
Dissatisfied		0	0%
Very Dissatisfied		0	0%
Do Not Know		0	0%
Not Applicable		0	0%
<b>Total Respondents</b>		<b>4</b>	
<b>Average</b>		<b>4.5</b>	
<b>Weighted Average</b>		<b>4.5</b>	



**6. Responsiveness to your requests?**

		Response Total	Response Percent
Very Satisfied		3	75%
Satisfied		1	25%
Neutral		0	0%
Dissatisfied		0	0%
Very Dissatisfied		0	0%
Do Not Know		0	0%
Not Applicable		0	0%
<b>Total Respondents</b>		<b>4</b>	
<b>Average</b>		<b>4.75</b>	
<b>Weighted Average</b>		<b>4.75</b>	




**7. Is available when we need?**

		Response Total	Response Percent
Very Satisfied		2	50%
Satisfied		2	50%
Neutral		0	0%
Dissatisfied		0	0%
Very Dissatisfied		0	0%
Do Not Know		0	0%
Not Applicable		0	0%
<b>Total Respondents</b>		<b>4</b>	
<b>Average</b>		<b>4.5</b>	
<b>Weighted Average</b>		<b>4.5</b>	

**8. Is flexible about last minute changes?**



		Response Total	Response Percent
Very Satisfied		2	50%
Satisfied		1	25%
Neutral		1	25%
Dissatisfied		0	0%
Very Dissatisfied		0	0%
Do Not Know		0	0%
Not Applicable		0	0%
<b>Total Respondents</b>		<b>4</b>	
<b>Average</b>		<b>4.25</b>	
<b>Weighted Average</b>		<b>4.25</b>	

**9. Maintains client confidentiality?**


		Response Total	Response Percent
Strongly Agree		2	50%
Agree		1	25%
Neutral		1	25%
Disagree		0	0%
Strongly Disagree		0	0%
Do Not Know		0	0%
Not Applicable		0	0%

**Total Respondents** 4  
**Average** 4.25  
**Weighted Average** 4.25


**10.** Is trustworthy?

		Response Total	Response Percent
Strongly Agree		0	0%
Agree		3	75%
Neutral		1	25%
Disagree		0	0%
Strongly Disagree		0	0%
Do Not Know		0	0%
Not Applicable		0	0%
<b>Total Respondents</b>		<b>4</b>	
<b>Average</b>		<b>3.75</b>	
<b>Weighted Average</b>		<b>3.75</b>	

**11.** Has a sound reputation?

		Response Total	Response Percent
Strongly Agree		3	75%
Agree		1	25%
Neutral		0	0%
Disagree		0	0%
Strongly Disagree		0	0%
Do Not Know		0	0%
Not Applicable		0	0%
<b>Total Respondents</b>		<b>4</b>	
<b>Average</b>		<b>4.75</b>	
<b>Weighted Average</b>		<b>4.75</b>	

**12.** Works as if they are an extension of your staff?

		Response Total	Response Percent
Strongly Agree		1	25%
Agree		3	75%
Neutral		0	0%
Disagree		0	0%
Strongly Disagree		0	0%
Do Not Know		0	0%
Not Applicable		0	0%
<b>Total Respondents</b>		<b>4</b>	
<b>Average</b>		<b>4.25</b>	
<b>Weighted Average</b>		<b>4.25</b>	

**13.** Establishes a sound relationship with senior management?

		Response Total	Response Percent
Strongly Agree		1	25%
Agree		2	50%
Neutral		1	25%
Disagree		0	0%
Strongly Disagree		0	0%
Do Not Know		0	0%
Not Applicable		0	0%
<b>Total Respondents</b>		<b>4</b>	
<b>Average</b>		<b>4</b>	
<b>Weighted Average</b>		<b>4</b>	

**14.** Is sensitive to your internal company policies?

		Response Total	Response Percent
Strongly Agree		0	0%
Agree		3	75%
Neutral		1	25%
Disagree		0	0%

Strongly Disagree	0	0%
Do Not Know	0	0%
Not Applicable	0	0%

<b>Total Respondents</b>	<b>4</b>
<b>Average</b>	<b>3.75</b>
<b>Weighted Average</b>	<b>3.75</b>

**15.** Understands the business of your company?

	Response Total	Response Percent
Strongly Agree	3	75%
Agree	1	25%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Do Not Know	0	0%
Not Applicable	0	0%
<b>Total Respondents</b>	<b>4</b>	
<b>Average</b>	<b>4.75</b>	
<b>Weighted Average</b>	<b>4.75</b>	

**16.** Takes the time to learn the nuances of your company?

	Response Total	Response Percent
Strongly Agree	3	75%
Agree	1	25%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Do Not Know	0	0%
Not Applicable	0	0%
<b>Total Respondents</b>	<b>4</b>	
<b>Average</b>	<b>4.75</b>	
<b>Weighted Average</b>	<b>4.75</b>	

**17.** Has a long term perspective to our business relationship?

	Response Total	Response Percent
Strongly Agree	3	75%
Agree	1	25%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Do Not Know	0	0%
Not Applicable	0	0%
<b>Total Respondents</b>	<b>4</b>	
<b>Average</b>	<b>4.75</b>	
<b>Weighted Average</b>	<b>4.75</b>	

**18.** Effectively assisted in minimising costs or maximising profits?


	Response Total	Response Percent
Strongly Agree	2	50%
Agree	2	50%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Do Not Know	0	0%
Not Applicable	0	0%
<b>Total Respondents</b>	<b>4</b>	
<b>Average</b>	<b>4.5</b>	
<b>Weighted Average</b>	<b>4.5</b>	

**19.** Fully understood and carried out your requirements?

	Response Total	Response Percent
Strongly Agree	3	75%

Agree		1	25%
Neutral		0	0%
Disagree		0	0%
Strongly Disagree		0	0%
Do Not Know		0	0%
Not Applicable		0	0%
		<b>Total Respondents</b>	<b>4</b>
		<b>Average</b>	<b>4.75</b>
		<b>Weighted Average</b>	<b>4.75</b>

**20.** Has competitive fees, given the level of service provided?

		Response Total	Response Percent
Strongly Agree		3	75%
Agree		1	25%
Neutral		0	0%
Disagree		0	0%
Strongly Disagree		0	0%
Do Not Know		0	0%
Not Applicable		0	0%
		<b>Total Respondents</b>	<b>4</b>
		<b>Average</b>	<b>4.75</b>
		<b>Weighted Average</b>	<b>4.75</b>

**21.** Is a company whose service I would use again?

		Response Total	Response Percent
Strongly Agree		2	50%
Agree		2	50%
Neutral		0	0%
Disagree		0	0%
Strongly Disagree		0	0%
Do Not Know		0	0%
Not Applicable		0	0%
		<b>Total Respondents</b>	<b>4</b>
		<b>Average</b>	<b>4.5</b>
		<b>Weighted Average</b>	<b>4.5</b>

**22.** Is a company I would recommend to my business acquaintances?

		Response Total	Response Percent
Strongly Agree		2	50%
Agree		1	25%
Neutral		1	25%
Disagree		0	0%
Strongly Disagree		0	0%
Do Not Know		0	0%
Not Applicable		0	0%
		<b>Total Respondents</b>	<b>4</b>
		<b>Average</b>	<b>4.25</b>
		<b>Weighted Average</b>	<b>4.25</b>

**Respondent Analysis:**

**Respondent:**

**Respondent:**

**Respondent:**

**Respondent:**