



## CLIENT SATISFACTION

### Bill Perry & Associates, Inc.

Thank you for giving us the opportunity to serve you better. Please take a few minutes to tell us about your experience.

Date

Client



How long have you been a client?

- Less than a month
- 1 - 6 months
- 6 months to 1 year
- More than 1 year
- 5 - 10 years
- More than 10 years

How often do you use our products or services?

- Daily
- Several times a week
- About once a week
- A couple times a month
- About once a month
- Once a year
- Other



How likely are you to recommend our company to a friend or colleague?

- Very likely
- Somewhat likely
- Unsure
- Not very likely
- Not likely

If not, why?

Based on your experience, will you continue purchasing products or services from us in the future?

- Very likely
- Somewhat likely
- Unsure
- Not very likely
- Not likely

If not, why?



What could we do to increase your level of satisfaction?

Compared to similar companies, how would you rate our products or services?

- Much better
- Somewhat better
- About the same
- Worse
- Much worse

Please rate your satisfaction with the following aspects of our products or services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
Overall experience					
Quality of product					
Price					
Value for price					
Ability to meet needs					
Professionalism					
Communication					
Friendliness					
Responsiveness					

What could we do to increase your level of satisfaction?