

# 8-Question Client Survey

This is the survey that will be sent to your clients.

## SURVEY QUESTIONS

Based on your most recent experience, how likely are you to recommend [Brand] to a friend or colleague?  
(Scaled 0 - 10 answer option)

My phone calls and emails are \_\_\_\_\_ returned within 24 hours.

- Always
- Sometimes
- Never
- N/A

[Brand] \_\_\_\_\_ delivers high quality, error-free work.

- Always
- Sometimes
- Never
- N/A

The Firm's services are \_\_\_\_\_ a good value, given the cost.

- Always
- Sometimes
- Never
- N/A

[Brand] \_\_\_\_\_ has a thorough understanding of my needs.

- Always
- Sometimes
- Never
- N/A

[Brand] is \_\_\_\_\_ proactive in their approach to helping me.

- Always
- Sometimes
- Never
- N/A

What is the primary reason behind the ratings you provided?

(Open-ended text answer option)

What is the one thing we could be doing differently to increase the value you receive from us?

(Open-ended text answer option)

**Your Logo Here**

### Satisfaction Survey

Based on your most recent experience, how likely is it that you would recommend Your Brand to a friend or colleague?

Not at all likely Extremely likely

0 1 2 3 4 5 6 7 8 9 10 Don't Know

My phone calls and emails are \_\_\_\_\_ returned within 24 hours.

Always  
 Sometimes  
 Never

Your Brand \_\_\_\_\_ delivers high quality, error-free work.

Always  
 Sometimes  
 Never

The firm's services are \_\_\_\_\_ a good value, given the cost.

Always  
 Sometimes  
 Never

Your Brand \_\_\_\_\_ has a thorough understanding of my needs.

Always  
 Sometimes  
 Never

Your Brand is \_\_\_\_\_ proactive in their approach to helping me.

Always  
 Sometimes  
 Never

What is the primary reason behind the rating you provided?

What is one thing we could be doing differently to increase the value you receive from us?

Email and Mobile Friendly!