

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)

The image shows a smartphone in the foreground displaying a survey titled "Satisfaction Survey". The survey content on the phone matches the text on the left. In the background, a larger desktop version of the survey form is visible. The desktop form includes a logo placeholder "Your Logo Here" at the top, followed by the survey title and the first question: "Based on your most recent experience, how likely is it that you would recommend Your Brand to a friend or colleague?". Below this is a 10-point Likert scale with radio buttons and labels "Not at all likely" and "Extremely likely". The form continues with the same eight questions as the smartphone, each with radio button options. At the bottom, there are two open-ended text input fields: "What is the primary reason behind the ratings you provided?" and "What is one thing we could be doing differently to increase the value you receive from us?".