# Client Satisfaction Survey

While we value your business, we recognize that you have a choice of suppliers many of whom offer the same services and a similar level of quality. In an effort to continually improve the quality of service we offer it is important to monitor how successful we are at meeting the needs of our clients. Please take a moment to fill out this short survey and return it to us by mail or fax. Thank you for your participation and your business.

**1. How well did we present our capabilities and services to you?**

☐ Very ☐ Moderately ☐ Not well ☐ Poorly

**2. How important was our experience in deciding to work with us?**

☐ Very ☐ Moderately ☐ Little ☐ Not

**3. How important was our style and/or creativity in your decision to work with us?**

☐ Very ☐ Moderately ☐ Little ☐ Not

**4. How knowledgeable and professional did you find us?**

☐ Very ☐ Moderately ☐ Little ☐ Not

**5. How well did we help you define the objectives of your project?**

☐ Very ☐ Moderately ☐ Not well ☐ Poor

**6. How well did we meet the objectives you set for the project?**

☐ Very ☐ Moderately ☐ Not well ☐ Poor

**7. How efficiently did we handle scheduling and production?**

☐ Very ☐ Moderately ☐ Not well ☐ Poorly

**8. How did you find the value (price/results) of our services?**

☐ Very ☐ Average ☐ Acceptable ☐ Poor

**9. Overall, how would you rate us compared to your experience with similar firms?**

☐ N/A ☐ High ☐ Acceptable ☐ Low

**Comments:**

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