

"...This is (caller's name) calling for (Company name). I'm calling to follow up on the (service) we completed on (completion date) regarding (service description). Do you have a moment to give us some feedback on your experience?"

1. How do you think the on-site part of this service went?

Customer comments: _____ **(Strongly Recommended/Best Practice)**

2. On a scale of 1 -5 where 5 is very easy and 1 is very difficult, how would you rate, how easy it was to handle this service event? _____

3. You provided a (insert rating). May I ask Why?

Customer comments: _____

On a scale of 1 to 5 where 5 is Very Satisfied and 1 is Very dissatisfied, how would you rate:

- 4. (Response Time) the time it took our field service technician to arrive at your location _____
- 5. (Repair Time) the time it took our field service technician to complete the repair _____
- 6. (Completeness) the completeness of our repair _____
- 7. (Product) the quality of our product _____
- 8. (Tech Ability) the technical ability of (insert tech name) _____
- 9. (Communication) how well we kept you informed _____
- 10. (Overall) your overall opinion of this on-site service contact _____

11. Now using a scale of 0 - 10 where 10 is very likely to recommend and 0 is very unlikely to recommend, how likely are you to recommend (company name) to others? ____ (NPS)

Ask Q12a If 11 is a 9 or 10

12a. What do you like most about your experience with us?

Comments: _____

Ask 12b If 11 less than 7 or 8

12b. What can we do differently to earn a score of a 9 or 10 next time?

Comments: _____

Ask 12c If 11 is 6 is lower

12c. What can we do differently to improve?

Comments: _____

13. Is there anything else you would like us to know?

Comments: _____

(If appropriate:) "Would you like me to alert a manager to your situation?"

Yes/No

"Thank you for your time. Your opinion is very important to us."

North America

phone: +1 952-475-3747
fax: +1 952-475-3773
2190 W. Wayzata Blvd.
Minneapolis, MN 55356

Europe

phone: +44 79 5801 2386
27 Old Gloucester St.
London WC1N 3AX
United Kingdom