

Annex 13: Customer Service Questionnaire Example

Please help us improve our patient services by completing this questionnaire.
Do not sign your name. Please place in the "Survey Box" when completed.

| Laboratory Customer Service Questionnaire | | | |
|--|--|-----------------------------------|---|
| Date of visit: | | Time (hour [am or pm]): | |
| Your age: | | Your gender: | <input type="checkbox"/> Male <input type="checkbox"/> Female |
| No. | Question | Please circle your answer | |
| 1 | Please rate your overall experience with your visit today. | Excellent Good Satisfactory | Not very good Poor |
| 2 | How long did you have to wait? | No wait | Specify: |
| 3 | Was everything explained clearly? If NO, please explain: | Yes | |
| 4 | Were you treated with courtesy and caring? If NO, please explain: | Yes | |
| 5 | Was the waiting comfortable? If NO, please explain: | Yes | |
| 6 | Was the patient room clean? If NO, please explain: | Yes | |
| 7 | Was it easy to find the laboratory? If NO, please explain: | Yes | |
| 8 | If you had a needle stick (venipuncture) was it comfortable? If NO, or painful, please explain: | Yes, not painful | |
| 9 | Are the hours of service convenient for you to visit the laboratory? | Yes | |

Customer Service Questionnaire Examples

Percival White

A decorative graphic element consisting of a light blue horizontal bar with a rounded right end, and a red circular gradient shape partially visible behind it.

Customer Service Questionnaire Examples:

Support Services Questionnaire Library , **Measuring Customer Satisfaction and Loyalty** Bob E. Hayes, 2008-04-22

The third edition of this best seller updates its detailed information about how to construct evaluate and use questionnaires and adds an entirely new chapter on customer loyalty Included are two different methods of sampling and determining an appropriate sample size for reliable results the reliability and validity of results real examples of customer satisfaction measures and how they can be used guidelines for developing questionnaires scale development the concept of quality frequencies sampling error two methods of determining important service or product characteristics as perceived by the customer discussion on the measurement and meaning of customer loyalty and methods for loyalty based management Readers will gain a sound grasp of the scientific methodology used to construct and use questionnaires utilizing the author's systematic approach They will be able to pinpoint and focus on the most relevant topics and study both the qualitative and quantitative aspects of questionnaire design and evaluation These and many more important scientific principles are presented in simple understandable terms *Research Method and Statistics* Mr. Rohit Manglik, 2024-05-24 In this book we will study about research design data collection statistical analysis and interpretation relevant to fashion studies

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questions to avoid You ll learn the tricks that will keep your customers on track and answering questions to the very end of the survey You ll get the advantages and disadvantages of the different question types and when to use each **Measuring Customer Satisfaction** Bob E. Hayes,1992 The mysteries of every aspect of questionnaires dissolve as author Bob E Hayes leads you systematically through the scientific methodology used to construct questionnaires By using his guidelines you will be able to pinpoint customer expectations develop questions to measure whether you are meeting these expectations work toward meeting the Malcolm Baldrige National Quality Award 1990 customer satisfaction requirements evaluate the reliability and validity of any questionnaire use questionnaire data to monitor work processes evaluate intervention programs and more The book includes significant discussions of reliability statistics for measuring questionnaire precision as well as the statistical framework for using satisfaction questionnaires **BOOK JACKET** Title Summary field provided by Blackwell North America Inc All Rights Reserved **Taking the Mystery Out of TQM** Peter Capezio,Debra L. Morehouse,1993 Filled with practical tools checklists self tests guidelines and case studies this book is designed to make every manager s or business owner s job easier and their career and company more successful It is a step by step guide for anyone who needs to understand and apply TQM right now Spokesman of the Carriage and Associate Trades ,1918 **The Beverage News** ,1927 **Year Book of the State of Indiana ...** Indiana,1919 Contains reports of state officials **Yearbook of the State of Indiana** Indiana. Division of Accounting and Statistics,1919 Includes annual reports of the state officers departments bureaus boards and commissions Year Book of the State of Indiana for the Year ... Indiana. Division of Accounting and Statistics,1919 Includes annual reports of the state officers departments bureaus boards and commissions *Yearbook of the State of Indiana* Indiana,1919 **Cleaning and Dyeing World** ,1927 **Creating a Customer Focused Company** Ian Linton,1994 A guide to implementing 25 customer service techniques which can be adapted for any company Coverage includes speed of delivery customer clubs focus groups customer rewards and adding value to products It grades techniques according to cost resources and timescales **Daily Information Service** National Coal Association,1918 Manufacturing Jeweler ,1927 **Les Parisiennes** ,1928 *Report of the Commission to Survey the Educational System of Virginia* Virginia. Commission to Survey the Educational System of Virginia,1928 Market Analysis Percival White,1925

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