

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

Bob E. Hayes



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 **Delivering Satisfaction and Service Quality** Peter Herson, John R.

Whitman, 2001 Good customers expect excellent service Increasingly library customers are looking to online services instead of to the library for information For every library that wants to win satisfied customers and bring those that have strayed back into the library here are proven tools to assess needs and improve service *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 Research Methods in Sociolinguistics Janet Holmes, Kirk Hazen, 2013-08-14 This single volume guide equips students of sociolinguistics with a full set of methodological tools including data collection and analysis techniques explained in clear and accessible terms by leading experts It features project suggestions troubleshooting tips and data assessment across diverse languages Explores an array of anthropological and scientific methods that cover the full spectrum of contemporary sociolinguistics from the study of style and discourse analysis to the study of phonetics Details the types of data available and explains collection methods ranging from sociolinguistic interviews to linguistic landscapes Provides comprehensive coverage of data analysis subdivided into segments on linguistic and socio cultural techniques and linked to numerous languages Includes useful summaries seasoned advice and troubleshooting tips ideas for research projects and a full directory of supplementary reading **Guide to Customer Surveys** Trevor M. Spunt, 1999 You can ask

anything you like in a questionnaire but the answers you get may not be the ones you need Whether your customers are external or internal their feedback is essential to customer satisfaction You know what kind of information you need to maintain customer satisfaction but do you know how to ask the right question to get that information Guide to Customer Surveys will show you how to ask all the right questions Before you ever start writing the questionnaire you'll learn how to set objectives and choose your target audience Seven simple questions help you formulate a plan and ensure that the survey

process goes smoothly You ll know the difference between the types of survey methods and which method is best for your needs You ll get the tested rules of questionnaire layout that will boost your response rates You ll find out the best elements to include in your survey package You ll see the way questions should flow what kinds of questions to put at the top and bottom of the pages and what kinds of 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

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Confidential Bulletin National Retail Merchants Association (U.S.),1927
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Customer Relationship Management Graham Roberts-Phelps,2001 Every customer is an individual with a choice The role of Customer Relationship Management CRM is to ensure that each first time buyer becomes an ongoing client and every client a self perpetuating advocate of your business This book explains the elements of CRM and how to establish an integrated customer relationship oriented approach in your organisation How in a word to become a business where every customer s need is not just provided for but anticipated

The American Printer ,1928
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Investigation of Relationship Between the Implementation of Total Quality Management and Customer Satisfaction ,2024-10-10 Master s Thesis from the year 2024 in the subject Business economics Customer Relationship Management CRM University of South Africa language English abstract Despite the importance placed on total quality management as a key to success of an organisation there is still a significant lack of consensus on the extent of its influence on the customer service

satisfaction especially in a public sector This gap in literature prompted this research project This study attempts to address such gap by determining and analysing how and the extent to which implementation of total quality management influence customer service satisfaction The three dimensions of total quality management investigated in this study are continuous improvement leadership and information dissemination These dimensions are selected purposively for this research project from the 8 principles of total quality managements proposed by the ISO 9000 version 2000 The study aims at reporting the implementation of total quality management levels of the uThungulu municipality and the customer service satisfaction levels of uThungulu s customers Furthermore the study also aimed to make recommendations to the uThungulu management on how to improve implementation of total quality management in order to strengthen their service delivery and achieve high customer satisfaction

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In a time characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its capability to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**Customer Service Questionnaire Examples**," a mesmerizing literary creation penned with a celebrated wordsmith, readers attempt an enlightening odyssey, unraveling the intricate significance of language and its enduring impact on our lives. In this appraisal, we shall explore the book's central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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