



Customer Satisfaction Survey

Here at InterWeb, we want to thank you for giving us the opportunity to serve you. Please help us serve you better by taking a couple of minutes to tell us about the service that you have received so far. We appreciate your business and want to make sure we meet your expectations.

1. Can you recall how you first heard of InterWeb?

- Internet
- Phone Book Ad (which book?) _____
- Sponsorship
- Outdoor sign
- Recommended (by whom?) _____
- Other (please specify) _____

2. Have you heard of other Internet Marketing / Web Design Firms – If so how?

3. What are the 3 main criteria you use when selecting a web design firm? (Please number in order of importance with 1 being the highest.)

- _____ Location
- _____ Reputation
- _____ Quality
- _____ Helpfulness of staff
- _____ Experience
- _____ Technical expertise
- _____ Price
- _____ Range of products
- _____ Service
- _____ Other _____

4. Why did you choose InterWeb? (Please number any that apply in order of importance with 1 being the highest.)

- _____ Expertise
- _____ Qualifications
- _____ Technical knowledge
- _____ Service
- _____ Advertising
- _____ Experience
- _____ Attitude of staff
- _____ Price
- _____ Location
- _____ Product range
- _____ Used us before
- _____ Recommendation of others
- _____ Other _____

5. Overall, how would you rate InterWeb?

- Excellent
- Good
- Average
- Poor

6. How satisfied are you with your service from InterWeb?

- Extremely satisfied
- Very satisfied
- Neutral
- Very dissatisfied

7. How satisfied are you with your product from InterWeb?

- Extremely satisfied
- Very satisfied
- Neutral
- Very dissatisfied

8. Are the products/services you received from InterWeb proving useful to your business?

- Yes
- No

Why or why not? _____

9. Would you recommend InterWeb to a friend or another business?

- Yes
- No

If no, why not? _____

10. What would you say is InterWeb's biggest strength?

11. What could InterWeb improve?

12. Please provide any additional comments regarding InterWeb's service or product below. If you would like your comments to be included as a testimonial of your InterWeb experience, please check the box below your comments and provide your Name, Title, Company Name, and Signature. Please include additional sheet(s) if more space is needed:

Name: _____ Job Title: _____ Company Name _____

I authorize the release and use of my testimonial to Interweb: _____
(Signature)

We sincerely appreciate your willingness to complete our survey and your honest candid opinion. We will use this information to improve the level of service and support from Interweb. Please fax, mail or e-mail us your response. A small token of our appreciation will be on its way shortly as we understand your time is valuable.