

Client Satisfaction Survey Questions



Here are the questions we send out during and after a project with a client. Keep it short and simple, we use Google Forms to capture responses.

Feel free to edit/delete as appropriate.

- What hesitations (if any) did you feel about working with [Company Name]?
- How do you feel about your investment in us and do you/did you benefit from our time together?
- Is there anything you expect to receive that you don't/didn't get from our time working together?
- What do you like about our communicating style?
- What's something you have got much-needed clarity on during our time together?
- Is it okay to edit and use your responses to add a testimonial to our site and social channels?

The final question is valuable to you because it means you have permission to create testimonials to share on your website, social channels, in pitch decks, emails, etc.

Create a copy of this document and edit for your company.

Happy feedback collecting!

Selina