Customer Satisfaction Interview Template

- **Date:** [Insert Date]
- **Interviewer:** [Insert Name]
- **Interviewee:** [Insert Name]
- **Product/Service:** [Insert Product/Service Name]

Introduction Section:

- Welcome and Introductions
- Brief overview of the product/service being discussed
- Explanation of the interview's focus on customer satisfaction

Main Questions:

- How satisfied are you with [Product/Service] overall?
- What aspects of [Product/Service] do you find most satisfying?
- Have you encountered any issues or frustrations while using [Product/Service]?
- How does [Product/Service] meet your expectations?
- What could we do to improve your experience with [Product/Service]?

Follow-Up Questions:

- Can you describe a time when [Product/Service] exceeded your expectations?
- How likely are you to recommend [Product/Service] to others, and why?

Closing Remarks:

- Summary of the interviewee's satisfaction level and feedback
- Thank the interviewee for their time and input
- Discuss any potential next steps or follow-up

Try Tactiq to get the full transcript and AI summaries.