

# CANINE<sup>SM</sup> CONCIERGE

ON-DEMAND SMILE DELIVERY



## SurveyMonkey Customer Satisfaction Template

1. How likely would you recommend this company to a friend or colleague?

NOT AT ALL LIKELY

EXTREMELY LIKELY

0	1	2	3	4	5	6	7	8	9	10
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2. Overall, how satisfied or dissatisfied are you with our company?

Very satisfied

Somewhat satisfied

Neither satisfied nor dissatisfied

Somewhat dissatisfied

Very dissatisfied

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**3. What words would you use to describe our services? Select all that apply.**

Reliable  
High quality  
Useful  
Unique  
Good value for money  
Overpriced  
Impractical  
Ineffective  
Poor quality  
Unreliable

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**4. How well do our services meet your needs?**

Extremely well  
Very well  
Somewhat well  
Not so well  
Not at all well

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**5. How would you rate the quality of the service?**

Very high quality  
High quality  
Neither high nor low-quality  
Low quality  
Very low quality

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**6. How would you rate the value for money of the service?**

Excellent

Above average

Average

Below average

Poor

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**7. How responsive have we been to your questions about our services?**

Extremely responsive

Very responsive

Somewhat responsive

Not so responsive

Not at all responsive

Not applicable

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**8. How long have you been a customer of our company?**

This is my first purchase

Less than six months

Six months to a year

1 - 2 years

3 or more years

I haven't made a purchase yet

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**9. How likely are you to reserve our services again?**

Extremely likely

Very likely

Somewhat likely

Not so likely

Not at all likely

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**10. Do you have any other comments, questions, or concerns?**