

## Customer Satisfaction Questionnaire

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At Express Tax Solutions (ETS) we value your custom and take into consideration all client feedback.

So in order for us to provide continuously improve and monitor our service we ask that you take a few moments to answer a few questions.

Organisation Name	<input type="text"/>
Contact Name	<input type="text"/>
Job Title	<input type="text"/>
Date	<input type="text"/>

How did you hear about ETS?

Internet	Yes	<input type="checkbox"/>	<input type="checkbox"/>	No
	If yes, name of website .....			
Finance Introducer (i.e. accountant or Mortgage broker)	Yes	<input type="checkbox"/>	<input type="checkbox"/>	No
	If yes, name of Introducer .....			
Telephone directory	Yes	<input type="checkbox"/>	<input type="checkbox"/>	No
Word of mouth	Yes	<input type="checkbox"/>	<input type="checkbox"/>	No
	If yes, who.....			

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**Key**

1=Very Satisfied  
2= Above Average  
3=Satisfied  
4=Below Average  
5=Very Dissatisfied

1.	How satisfied are you with the time taken to respond to your initial enquiry?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	How satisfied are you with the clarity of Information or advice provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	How satisfied are you with how your enquiry was dealt with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	How satisfied are you with the knowledge of the staff that you dealt with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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	1	2	3	4	5
5. How satisfied are you with the helpfulness of the staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How satisfied are you with speed/ quality of our service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. How satisfied are you that staff showed interest in you as an individual/ treated you as a valued customer?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. How do you rate the overall service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Would you recommend ETS?	Yes	<input type="checkbox"/>	<input type="checkbox"/>	No	

### **Additional Comments**

We would be very pleased to hear any other comments in relation to your experience with ETS.

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Thank you for completing our Customer Satisfaction Questionnaire. Your Feedback is invaluable and will allow us to continue to offer such a great service to our clients.

We would like to use your comments on our website, if you would prefer us not to do so please tick. ☐