



**CUSTOMER SERVICE SURVEY**

Please rate your satisfaction level as follows:

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Average	Satisfied	Extremely Satisfied

**OFFICE STAFF**

Please rate the following:

1	2	3	4	5
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The quality of service you received in our office.					
The quality of service you received over the phone.					
The friendliness of our staff.					

**INSURANCE PRODUCTS**

Please rate the following:

Our variety of options for coverage.					
The competitiveness of our prices.					
Did our staff provide a quote in a timely manner?					
How well did we answer questions regarding insurance coverage?					

**OVERALL EXPERIENCE**

Please rate the following:

Ease of doing business with us.					
Convenience of our office hours.					
Your experience locating our office.					
The cleanliness of our office.					
Follow-up services you received.					

Based on your overall experience, what would you improve if you could?

How did you hear about us?

Referral  Presentation  Orange card  Facebook  Website  Newspaper  Prior customer  Bulletin Board  Drove by Office

Would you recommend us to your friends or family?  Yes  No

Which coverage did you inquire about on your last visit?

- Auto or Motorcycle
- Home or Mobile Home
- R.V., Trailer, or Motor Home
- Commercial Auto or Truck
- Commercial Property

Which Customer Service Representative did you meet with? Please check one.

- Ernie
- Sandra
- Diana
- Jasmine
- Sherry
- Minnie
- Ruben
- Letty
- Yessica