

## Surveys

Modify these surveys to suit your needs. You may want to send this out via email or with an invoice, but I have found that telephone contact works better. Always be in communication with your customers to see how you can best help them.

### *Survey Script - Telephone*

**Our company is always looking for ways to improve our service.**

**I would very much appreciate five minutes of your time to answer the following questions.**

1. What did you like about our service?
2. Was there any area where we could improve?
3. What products or services would you like us to offer that we are not currently offering?
4. What is the key reason you purchased from our company?
5. How could we make the purchasing of promotional items easier for you?
6. What are the biggest challenges your company is facing at this time?

*Thank you!*