



DAIRY BOX

CUSTOMER SATISFACTION SURVEY

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Dairy Box Customer Satisfaction Survey is a questionnaire which customer answers for staffs to see if they were able to satisfy their customers when it comes to customer service, store atmosphere and their products..

Customer Satisfaction Survey

A customer satisfaction survey, or a CSAT survey, is a questionnaire used by companies to understand how satisfied customers are with its branding, products, services, or customer support experience. It allows companies to improve products strategically, optimize user experience, and deliver exactly what the market demands.

Through a customer satisfaction survey, companies could learn more about opportunities for improvements that benefit both the company and customers, including:

- Identifying and resolving common process bottlenecks that negatively affect customer experiences
- Creating better customer experiences
- Developing ideas for improvements or new products/services
- Finding brand advocates to help promote the company

Dairy Box
Customer Satisfaction Survey

	HIGHLY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	HIGHLY DISSATISFIED
Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Store Atmosphere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product Taste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product Packaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

HOW LIKELY ARE YOU TO RECOMMEND OUR STORE TO A FRIEND

Not Likely 1 2 3 4 5 6 7 8 9 10 Very Likely

WHAT IS YOUR GENERAL FEELING ABOUT OUR STORE?

Do you have any suggestions that could help us improve our products?

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WHAT IS YOUR GENERAL FEELING ABOUT OUR STORE?

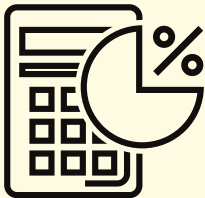
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The Dairy Box customer satisfaction survey helps in identifying whether its customers are pleased with the enterprise's customer service, store atmosphere, its products, and its packaging. The customers could decide from an array of choices that ranges from highly satisfied to highly dissatisfied. The Dairy Box CSAT also identifies how likely a customer would recommend the enterprise to other individuals, their general feeling about the store, and their suggestions.

Calculating a CSAT Score



$$\text{CSAT Score} = \frac{\text{Positive Responses}}{\text{Total Number of Responses}} \times 100$$

$$\text{CSAT Score} = \frac{45}{50} \times 100$$

$$\text{CSAT Score} = 90\%$$