

# Client Survey

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**Why we're asking you these 6 questions.** Your experience with us is important and we want to know how to make it better. We will only use this information to improve our service. Your answers are confidential.

To answer, check the circle to show how strongly you agree or disagree with each statement.

**1. I believe BUSINESS NAME cares about my wellbeing and growth.**

- Completely disagree
- Somewhat disagree
- Neither agree or disagree
- Somewhat agree
- Completely agree

**2. I know BUSINESS NAME'S purpose in doing this work.**

- Completely disagree
- Somewhat disagree
- Neither agree or disagree
- Somewhat agree
- Completely agree

**3. I know BUSINESS NAME'S team is constantly learning and improving to better help me in the future.**

- Completely disagree
- Somewhat disagree
- Neither agree or disagree
- Somewhat agree
- Completely agree

4. I know **BUSINESS NAME** is qualified as a **BLANK**.

- Completely disagree
- Somewhat disagree
- Neither agree or disagree
- Somewhat agree
- Completely agree

5. I know **BUSINESS NAME** has the solutions I need for my problems.

- Completely disagree
- Somewhat disagree
- Neither agree or disagree
- Somewhat agree
- Completely agree

6. I know **BUSINESS NAME** will deliver on their promises. I can count on them to do what they say they'll do. They pay attention to how I like things done.

- Completely disagree
- Somewhat disagree
- Neither agree or disagree
- Somewhat agree
- Completely agree

# HOW TO USE THIS SUVERY -- DIRECTIONS

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1. Customize the questions with your business name and other specifics
2. Score the answers as follows:
  - Completely disagree = 1
  - Somewhat disagree = 2
  - Neither agree or disagree = 3
  - Somewhat agree = 4
  - Completely agree = 5
3. Calculate the average score for each question (Add the scores and divide by number of surveys.)
4. Use the key below for each Principle to know which to work with first.

<b>Trust Level</b>	<b>Average Score</b>	<b>Priority</b>
Needs Work	1-2	Begin with these Principles
Doing Ok	3	Move to these next
Success	4-5	If needed, fine tune later