

Customer Service Feedback Templates

These templates can be used to create a customer feedback surveys for training participants and employers who hire your program’s graduates. They can be modified to suit the specific needs of your project.

Training Participant Survey

1. Overall, how would you rate the quality of your educational experience?
 - a. Very positive
 - b. Somewhat positive
 - c. Somewhat negative
 - d. Very negative
2. How well did we provide you with guidance and support?
 - a. Extremely well
 - b. Somewhat well
 - c. Not so well
 - d. Not at all well
3. Overall, how would you rate the quality of our program's job placement assistance?
 - a. Very positive
 - b. Somewhat positive
 - c. Somewhat negative
 - d. Very negative
4. Considering all of the expectations you may have had about our services, to what extent have the services met your expectations?
 - a. Exceeded my expectations
 - b. Met my expectations
 - c. Fell short of my expectations
 - d. Did not meet my expectations at all
5. How likely is it that you would recommend our training program to a friend or colleague?

Not at all likely									Extremely Likely
1	2	3	4	5	6	7	8	9	10

Do you any other comments, questions, concerns?

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Employer Survey

1. Overall, how satisfied or dissatisfied were you with our services?
 - a. Very satisfied
 - b. Somewhat satisfied
 - c. Neither satisfied nor not satisfied
 - d. Some dissatisfied
 - e. Very dissatisfied
2. How well did our services meet your human resource needs?
 - a. Extremely well
 - b. Very well
 - c. Somewhat well
 - d. Not so well
 - e. Not at all well
3. How responsive have we been to your questions or concerns about our services?
 - a. Extremely responsive
 - b. Very responsive
 - c. Somewhat responsive
 - d. Not so responsive
 - e. Not at all responsive
 - f. Not applicable

How likely is it that you would recommend our services to another employer?

Not at all likely									Extremely Likely
1	2	3	4	5	6	7	8	9	10

Do you any other comments, questions, concerns?

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