

## CUSTOMER SATISFACTION SURVEY

Please circle your replies and add other comments.

Can you think about our service and tell us how important each part of the service was to you and how happy or unhappy you were? Please put a circle around the face that best describes:

☺ = very important / very happy

☹ = neither important / unimportant nor happy / unhappy

☹ = not very important / not very happy

Service	How important was this to you?	How happy were you with this part of the service?	Please tell us more if you want to:
1. Interpreter available when you needed one.	☺ ☹ ☹	☺ ☹ ☹	
2. Interpreter was the correct gender, if requested.	☺ ☹ ☹	☺ ☹ ☹	
3. Interpreter was punctual.	☺ ☹ ☹	☺ ☹ ☹	
4. You felt comfortable with Interpreter and could easily understand them.	☺ ☹ ☹	☺ ☹ ☹	
5. Interpreter was professional i.e. was smartly dressed and agreed how you would work together.	☺ ☹ ☹	☺ ☹ ☹	

Service	How important was this to you?	How happy were you with this part of the service?	Please tell us more if you want to:
6. Interpreter took time to understand your needs.	☺ ☹ ☹	☺ ☹ ☹	
7. Booking office was quick, friendly and efficient.	☺ ☹ ☹	☺ ☹ ☹	

Are you happy to give us your personal contact details?

Name:	
Address:	
Telephone:	
Mobile:	

Any additional comments:

**Thank you for taking the time to complete this form. This information will be to improve our service to our clients.**

**Please fax back to 020 8998 5009, hand to the interpreter or attach to an email and send to [info@silent-sounds.co.uk](mailto:info@silent-sounds.co.uk)**