

VEGA Group

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顾客满意度问卷调查表 Customer Satisfaction Questionnaire

调查时间: 2021 年 4 月 13 日

NO.: QS/SR-0115-2021

Customer name 客户名称		Contact person 联系人	
Job Title 职称		Website 网址	
Service period 服务时间		Filling time 填表时间	
目前合作的产品 Current Business			
序号 NO.	调查内容 Investigation Item	评价 Comment	
1	您对本公司销售人员精神面貌的综合评价 Your comprehensive evaluation of the mental outlook of our sales staff	<input type="checkbox"/> 诚信 Honest <input type="checkbox"/> 高效 Efficient <input type="checkbox"/> 热情 Ebullient <input type="checkbox"/> 懒散 Languid <input type="checkbox"/> 耐心 Patient <input type="checkbox"/> 浮躁 Impetuous <input type="checkbox"/> 友善 Friendly <input type="checkbox"/> 拖沓 Dilatory	
2	您对本公司销售人员在产品知识和行情把握方面的表现的满意度 Your satisfaction with the performance of our sales staff in product knowledge and market trend	<input type="checkbox"/> 非常满意 Very satisfied <input type="checkbox"/> 满意 Satisfaction <input type="checkbox"/> 基本满意 Basically satisfied <input type="checkbox"/> 不满意 Not satisfied	
3	您对本公司销售人员在与客户及时沟通方面的表现的满意度 Your satisfaction with the performance of our sales staff in communicating with customers in a timely manner	<input type="checkbox"/> 非常满意 Very satisfied <input type="checkbox"/> 满意 Satisfaction <input type="checkbox"/> 基本满意 Basically satisfied <input type="checkbox"/> 不满意 Not satisfied	
4	您对本公司销售人员充分了解客户需求方面的表现的满意度 Your satisfaction with the performance of our sales staff in fully understanding customer needs	<input type="checkbox"/> 非常满意 Very satisfied <input type="checkbox"/> 满意 Satisfaction <input type="checkbox"/> 基本满意 Basically satisfied <input type="checkbox"/> 不满意 Not satisfied	

5	<p>您对本公司销售人员在沟通表达能力方面的满意度</p> <p>Your satisfaction with our sales staff in terms of communication skills</p>	<input type="checkbox"/> 非常满意 Very satisfied <input type="checkbox"/> 满意 Satisfaction <input type="checkbox"/> 基本满意 Basically satisfied <input type="checkbox"/> 不满意 Not satisfied
6	<p>您对本公司销售人员在问题解决能力方面的满意度</p> <p>Your satisfaction with our sales staff in problem-solving capabilities</p>	<input type="checkbox"/> 非常满意 Very satisfied <input type="checkbox"/> 满意 Satisfaction <input type="checkbox"/> 基本满意 Basically satisfied <input type="checkbox"/> 不满意 Not satisfied
7	<p>当您遇到问题的时候是否大部分都可以通过销售人员得到沟通协调和解决</p> <p>When you encounter problems, whether most of them can be communicated and solved through our sales staff</p>	<input type="checkbox"/> 是,大部分都可以 Yes, most of them are OK <input type="checkbox"/> 否,只有小部分可以 No, Only a small part can <input type="checkbox"/> 其他 Else
8	<p>您认为当您遇到问题时主要造成的原因是</p> <p>Do you think what is the main cause when you encounter a problem during our cooperation?</p>	<input type="checkbox"/> 产品质量有问题 Product quality problem <input type="checkbox"/> 交货有问题 Delivery problem <input type="checkbox"/> 销售人员服务水平有问题 Sales staff service problem <input type="checkbox"/> 其他 Else
9	<p>您接受我们各类服务后您的感觉是</p> <p>How do you feel after accepting our various services?</p>	<input type="checkbox"/> 总是能得到满意的答案 Always get a satisfactory answer <input type="checkbox"/> 基本能得到满意的答案 Basically get a satisfactory answer <input type="checkbox"/> 基本得不到满意的答案 Basically no satisfactory answers <input type="checkbox"/> 总是得不到满意的答案 Never get a satisfactory answer
10	<p>您对我司未来合作期待是什么?</p> <p>What are your expectations for our future cooperation?</p>	<input type="checkbox"/> Vitamin <input type="checkbox"/> Amino Acid <input type="checkbox"/> API <input type="checkbox"/> Other feed additives <input type="checkbox"/> Other food additives <input type="checkbox"/> OEM <input type="checkbox"/> R&D cooperation <input type="checkbox"/> To be an agent <input type="checkbox"/> Joint venture sales <input type="checkbox"/> Agent Purchase <input type="checkbox"/> Joint venture to build a factory
<p>Customer signature 顾客签章:</p>		

填表说明: 请您在“□”内划“√”表示认可, 并盖上您的公章或签名, 发邮件至我公司。

Remarks: Pls mark “√” in “□” for agreement and stamp or sign, e-mail to our company.