



- Reputation Management
- Mixed Marketing Strategies
- Back End Marketing Strategies
- Mobile Marketing Solutions
- Business Marketing Mentors
- Social Marketing Solutions

Customer Satisfaction Survey

Here at InterWeb Media Group, we want to thank you for giving us the opportunity to serve you. Please help us serve you better by taking a couple of minutes to tell us about the service that you have received so far. We appreciate your business and want to make sure we meet your expectations.

1. Can you recall how you first heard of InterWeb?

- Internet
- Phone Book Ad (which book?) _____
- Sponsorship
- Outdoor sign
- Recommended (by whom?) _____
- Other (please specify) _____

2. Have you heard of other Business Consulting / Internet Marketing / Web Design Firms – If so how?

3. What are the 3 main criteria you use when selecting a web design firm? (# in order of importance w/ 1 being the highest.)

- _____ Location
- _____ Reputation
- _____ Quality
- _____ Helpfulness of staff
- _____ Experience
- _____ Technical expertise
- _____ Price
- _____ Range of products
- _____ Service
- _____ Other _____

4. Why did you choose InterWeb?

(Please number any that apply in order of importance with 1 being the highest.)

- | | |
|---------------------------|--------------------------------|
| _____ Expertise | _____ Attitude of staff |
| _____ Qualifications | _____ Price |
| _____ Technical knowledge | _____ Location |
| _____ Service | _____ Product range |
| _____ Advertising | _____ Used us before |
| _____ Experience | _____ Recommendation of others |
| _____ Other _____ | |

5. Overall, how would you rate InterWeb Media Group?

- Excellent
- Good
- Average
- Poor

6. How satisfied are you with your service from InterWeb?

- Extremely satisfied
- Very satisfied
- Neutral
- Very dissatisfied

7. How satisfied are you with your product from InterWeb?

- Extremely satisfied
- Very satisfied
- Neutral
- Very dissatisfied

8. Are the products/services you received from InterWeb proving useful to your business?

- Yes
- No

Why or why not? _____

9. Would you recommend InterWeb to a friend or another business?

- Yes
- No

Why or why not? _____

10. What would you say is InterWeb's biggest strength?

11. What could InterWeb improve?

12. Please provide any additional comments regarding InterWeb's service or product below. If you would like your comments to be included as a testimonial of your InterWeb experience, please check the box below your comments and provide your Name, Title, Company Name, and Signature. Please include additional sheet(s) if more space is needed:

Name: _____ Job Title: _____ Company Name _____

I authorize the release and use of my testimonial to Interweb: _____
(Signature)

We sincerely appreciate your willingness to complete our survey and your honest candid opinion - we understand your time is extremely valuable and your input is significant. We'll use your input to help us enhance our level of service and support. Please fax, mail or e-mail us your response.