



## *Tools For Teamwork*

# Customer Satisfaction Surveys

### **Why do customers leave a business relationship? According to the SBA...**

- 1% die or go out of business
- 3% move away
- 5% follow a friends recommendation to go elsewhere
- 9% leave for price – a common misconception is that customers are price sensitive
- 14% leave for product dissatisfaction
- 68% leave because they sense that you don't care about them

If you want to retain your customers so that you CAN sell more to them, you need to clearly understand what it is that your customers expect from you, and what they are actually receiving.

### **The best way to do that is with a quality, professional Customer Service Survey.**

Here's how the *Tools For Teamwork* Customer Satisfaction Survey works:

- You and your customer choose the length of the survey and the number of respondents.
- You and your customer identify the questions you want to ask the customers.
- You purchase a license based on the number of questions and number of respondents
- You submit your questions and customer information to us
- We submit the survey to his customers on his behalf
- We track and compile the results.
- We complete your confidential customer survey
- We provide YOU with a customized report for YOUR customer
- You build your own coaching program for your customer, based on his survey results.

### **And did we mention how affordable this is?**

The following table describes the pricing structure for the survey. You are free to charge your customers for both the survey, and your coaching or consulting time. And don't forget to add in the profit from the ongoing coaching to help him grow his business!

# Customer Satisfaction Surveys

At *Tools For Teamwork* we are dedicated to bringing you the very best in tools for individuals and groups, so that you can build the revenue you deserve.

Please contact us to purchase your Customer Satisfaction Survey today!

## Customer Satisfaction Survey Pricing Structure

		Number of Questions				
		1 - 25	26 - 30	31 - 40	41 - 50	51+
Number of Customers	1 - 30	\$149	\$179	\$229	\$279	Call for quote
	31 - 50	\$179	\$209	\$259	\$309	
	51 - 100	\$209	\$239	\$289	\$339	
	101 - 150	\$249	\$279	\$329	\$379	
	151 - 200	\$289	\$319	\$369	\$419	
	200+	Call for quote				

***Tools For Teamwork***  
(A Division of ECI Learning)

8539 Sugarloaf Rd  
Larkspur, CO 80118  
Phone: 303-681-8982  
Email: Dave@ECILearning.com  
www.ToolsForTeamwork.com



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