

Name (optional):

Date:

Customer Satisfaction Survey

1. Please indicate how satisfied you are with your overall experience with Barnwell Music:

- | | |
|--|---|
| <input type="checkbox"/> Extremely satisfied | <input type="checkbox"/> Not so satisfied |
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Not at all satisfied |
| <input type="checkbox"/> Somewhat satisfied | |

2. Which of the following words would you use to describe lessons with Barnwell Music? [tick all that apply]

- | | |
|--|--|
| <input type="checkbox"/> Reliable | <input type="checkbox"/> Uninteresting |
| <input type="checkbox"/> High Quality | <input type="checkbox"/> Overpriced |
| <input type="checkbox"/> Useful | <input type="checkbox"/> Impractical |
| <input type="checkbox"/> Unique | <input type="checkbox"/> Ineffective |
| <input type="checkbox"/> Value for Money | <input type="checkbox"/> Poor quality |
| <input type="checkbox"/> Engaging | <input type="checkbox"/> Unreliable |

3. How well do lessons meet the needs of the student?

- | | |
|---|--|
| <input type="checkbox"/> Extremely well | <input type="checkbox"/> Not so well |
| <input type="checkbox"/> Very well | <input type="checkbox"/> Not at all well |
| <input type="checkbox"/> Somewhat well | |

4. How would you rate the quality of lessons?

- | | |
|---|---|
| <input type="checkbox"/> Very high quality | <input type="checkbox"/> Low quality |
| <input type="checkbox"/> High quality | <input type="checkbox"/> Very low quality |
| <input type="checkbox"/> Neither high nor low quality | |

5. How responsive do you find Barnwell Music to any queries or concerns that you may have?

- | | |
|---|--|
| <input type="checkbox"/> Extremely responsive | <input type="checkbox"/> Not so responsive |
| <input type="checkbox"/> Very responsive | <input type="checkbox"/> Not at all responsive |
| <input type="checkbox"/> Somewhat responsive | <input type="checkbox"/> Not applicable |

Name (optional):

Date:

6. How engaging do you find lessons with Barnwell Music?

Extremely engaging

Not very engaging

Very engaging

Not at all engaging

Somewhat engaging

7. If you use the internet and social media, do you find there to be enough information on the Barnwell Music website and Facebook page?

Yes

No

Not applicable

8. How likely would you be to recommend Barnwell Music to a friend?

Extremely likely

Not very likely

Very likely

Not at all likely

Somewhat likely

9. If you are happy with your lessons, would you consider leaving Barnwell Music a review online?

Yes – if yes, you can leave reviews on Facebook
www.facebook.com/barnwellmusic/reviews

No

10. Do you have any other comments or feedback, positive or negative?
Please comment below: