

Questionnaire Design

Respondent's name:

Gender:

Age:

Occupation:

Kindly respond to the given questions below and tick mark accordingly. Please do not leave any questions incomplete.

1. How long have you been using this product/ service/ other?

- More than a year
- Possibly a year or under
- Unsure

2. Are you overall satisfied with product/ service/ other?

- Very Satisfied
- Adequately satisfied
- Not in the least

3. Has the customer service been any helpful for your queries and complaints?

- Very helpful
- Sometimes
- Never

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