

Client Satisfaction Survey

Scenario: On your third week on the job, your supervisor has decided to implement a new survey questionnaire for all clients. He is concerned if his business is fulfilling the needs of clients every day. He would also like to know how his business compares to competitors. He has asked for your input. What questions should be on the survey?

Select the type of job and the Human Services Career Pathway your scenario is based on (your choice):

Example: Cosmetologists are in the career pathway of Personal Care Services.

Type of job and the Human Services Career Pathway _____

Develop a client survey by identifying five to seven questions to meet the needs of the business. Your survey may be in the form of:

- Multiple choice questions
- Rating scale
- Comment/Essay box questions
- Demographic questions

Design the survey to look like an actual survey on your paper. You may opt to design and print your survey online using Surveynuts.com at <http://surveynuts.com/simple-survey-maker-free-questionnaire>.

Upon completion of your survey, answer the following questions on your paper.

1. Analyze your survey. What was the most challenging part of this activity? Why? How did you solve it? How does this activity or discussion relate to “real life?”
2. What principles or guidelines can be used in real-life situations?
3. How did your survey evaluate the needs of the clients?
4. Why is it important to have plenty of information before creating a survey?