

## RESTORANTS



## SHOW & CONFERENCES



## HOTELS



## JET AIRWAYS AIRLINES AIRPORTS



## STORES



## DETERMINE THE SUCCESS OF YOUR BUSINESS

AND DISTINGUISH YOURSELF IN THE MARKET

Gaining satisfaction and loyalty of your customers is the standard that determines how you success of your business and that distinguishes the company from others, so you need to strive to provide outstanding service to your customers and enhance their sense of comfort and happiness

Providing outstanding customer service is ultimately contributes to the strengthening of the company's profits and image

### The steps undertaken by Surveybook

- 1- Collect customer feedback via an electronic questionnaire.
- 2- Analyzing data and calculate the Net promoter Score (NPS).
- 3- Collect staff review points by customers.
- 4- Measuring the level of quality of services provided to customers.
- 5- Cleanliness control in the place and toilets, and notifying the responsible officer and the cleaning agent in inappropriate cases.
- 6- Measuring the extent of help from staff to customers inside the store.
- 7- Detailed reports on the results shown in the chart and tables.



You can request the appropriate color for your business

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## Surveybook v0.1

# GET YOUR CUSTOMER FEEDBACK

Surveybook is the better solution to get your customer satisfaction and improve your service quality

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