

Customer Satisfaction Survey



Lake Shore Dance
Committed to Excellence
LAKESHOREDANCE.COM

Scale: 1 = Strongly Disagree to 7 = Strongly Agree

Please answer these questions while thinking about your customer service:

I am highly satisfied with all aspects of customer service.

1 2 3 4 5 6 7

I definitely will make more purchases from this company in the future.

1 2 3 4 5 6 7

I commonly recommend this company to my friends.

1 2 3 4 5 6 7

This company is highly responsive to customer needs.

1 2 3 4 5 6 7

This company's service is faster than typical of the industry.

1 2 3 4 5 6 7

This company's employees are helpful and cooperative.

1 2 3 4 5 6 7

This company is good at solving my problems.

1 2 3 4 5 6 7

My questions were answered promptly

1 2 3 4 5 6 7

The information systems are good at this studio

1 2 3 4 5 6 7

Comments about the customer service you receive at Lake Shore Dance

Please answer the following questions in consideration of the services Lake Shore Dance offers:

This company offers a wide variety of class options

1 2 3 4 5 6 7

This company offers a high level of instruction

1 2 3 4 5 6 7

The instructor is enthusiastic and gives good directions and corrections

1 2 3 4 5 6 7

The faculty is knowledgeable and professional

1 2 3 4 5 6 7

Classes started and ended on time

1 2 3 4 5 6 7

The classes are well organized and well disciplined

1 2 3 4 5 6 7

The teacher/staff is professionally dressed

1 2 3 4 5 6 7

Please share any additional comments about your classroom experience at Lake Shore Dance:

What can we do to improve your experience at our studio?

Thank you for taking the time to complete this survey. We strive to make your experience exceptional.