

Rating scale survey

11 questions. About 2 min to answer.

Overall scores

1. On a scale of 1 to 10, how would you rate your overall experience? Required

1 – Very poor, 10 – Excellent

1

2

3

4

5

6

7

8

9

10

2. On a scale of 0 to 10, how likely are you to use our services again? Required

0 – Not at all likely, 10 – Extremely likely

0

1

2

3

4

5

6

7

8

9

10

Five-point ratings

3. How would you rate the quality of our service? Required

1

2

3

4

5

4. How would you rate the value for money? Required

Choose one answer.

- ☐ Very poor

☐ Good
- ☐ Poor

☐ Excellent
- ☐ Fair

5. Rate each of the following from 1 (very poor) to 5 (excellent).

	1	2	3	4	5	N/A
Staff friendliness	☐	☐	☐	☐	☐	☐
Speed of service	☐	☐	☐	☐	☐	☐
Ease of booking or ordering	☐	☐	☐	☐	☐	☐
Communication	☐	☐	☐	☐	☐	☐
Clarity of prices	☐	☐	☐	☐	☐	☐

Needs and expectations

6. Did we take care of everything you needed? Required

Choose one answer.

- ☐ Yes

☐ No

7. When you choose a service like ours, what matters most to you?

Choose one answer.

- | | |
|-------------------------------|---|
| ☐ Price | ☐ Helpful staff |
| ☐ Quality | ☐ Convenience (location, opening hours) |
| ☐ Speed | |

8. “The service met my expectations.” How much do you agree? Required

Choose one answer.

- | | |
|--|--------------------------------------|
| ☐ Strongly disagree | ☐ Agree |
| ☐ Disagree | ☐ Strongly agree |
| ☐ Neither agree nor disagree | |

In their own words

9. What did we do especially well?

10. What could we do better?

11. Your email, if you'd like us to get back to you

E-mail:

Run it online for free

Copy this template to SurveyNinja, send the link and the answers go into a ready report with charts.

[surveyninja.io/templates/rating-scale-survey](https://survey ninja.io/templates/rating-scale-survey)