# Formative Exercise 4C

# Customer Satisfaction Survey Questionnaires

## Instructions:

Design 2 x Customer Satisfaction Survey Questionnaires:

* 1 x for **Internal** customers and
* 1 x for **External** customers. (It will differ!)

Use the guidelines in your LG.

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| **First Attempt** | | **Second Attempt** | | **Third Attempt** | |
| Competent | Not Yet Competent | Competent | Not Yet Competent | Competent | Not Yet Competent |
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