# 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.

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