**BSBCUS402 Address Customer Needs**

**Sample Customer Feedback Questionnaire**

**Customer Name:**  **MCW Sales Rep**:

\*\*Note\*\* Typically, Customer’s names on questionnaires are left anonymous. In this case, we need to know which student was the “Customer” in the role play.

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| **1 = Strongly Disagree 2 = Disagree 3 = Unsure 4 = Agree 5 = Strongly Agree** |
| Question | Feedback Rating | Additional Comments |
| **1** | **2** | **3** | **4** | **5** |
| MCW made you fully aware of your rights and responsibilities. |  |  |  |  |  |  |
| Do believe MCW will protect your Privacy. |  |  |  |  |  |  |
| The MCW Sale Rep asked ……*complete* |  |  |  |  |  |  |
| The MCW overall sale process ...*complete* |  |  |  |  |  |  |
| MCW provided adequate facilities for ……..*complete* |  |  |  |  |  |  |
| *Add you own question….* |  |  |  |  |  |  |
| *Add your own question…* |  |  |  |  |  |  |
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| *Add your own question…* |  |  |  |  |  |  |
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