



Phone Script 4

Customer Service Representative:

Hello [Merchant's Name], this is [Your Name] from [Your Company's Name]. How are you today?

I'm glad to hear that! We're reaching out to our valued partners like yourself because your satisfaction is our priority. We would greatly appreciate it if you could spare a few moments to provide some feedback on your experience with our services. Your insights are incredibly valuable to us. May I ask you a few quick questions?

Thank you! First, on a scale from 1 to 5, where 1 is very dissatisfied and 5 is extremely satisfied, how would you rate the user-friendliness of our services?

Thank you for that. Next, how well do our services meet your needs? Again, 1 is very dissatisfied and 5 is extremely satisfied.

Got it. And how about our communication and support? How satisfied are you with the assistance you've received from us?

Thanks for sharing that. Overall, considering your entire experience with us, how satisfied are you with [Your Company's Name]?

Thank you for your responses. Do you have any additional comments or suggestions that might help us improve our service?

We truly appreciate your insights and will take them into consideration as we continue to enhance our services. Your responses will remain confidential and are vital to our commitment to continuously improving.

Thank you again for your time and your ongoing partnership with [Your Company's Name]. We're here to support you every step of the way. If there's anything else you need or further assistance you require, please don't hesitate to reach out.

Have a wonderful day, [Merchant's Name]!