

CUSTOMER SERVICE Evaluation Survey

Categories	1	2	3	4	5	Values	COMMENTS
FRIENDLINESS	1						
PROFESSIONALISM	1						
KNOWLEDGE OF THE SERVICES	1						
VALUE FOR YOUR MONEY		1					
CLEANLINESS				1			
AMENITIES				1			
FOOD SERVICE					1		

TOTALS	#	#	#	#	#
SCORE	#	#	#	#	#

CUSTOMER OVERALL RATING

RATING SCALE

POOR	0-4
FAIR	5-17
AVERAGE	18-24
GOOD	25-31
EXCELLENT	32-35

1. Add the labels in row 2, they a red and bold
2. Type in the shown scores for each category
3. Add the lower **Rating Scale** area. Note that each green range call has a white line at the bottom
4. Use a SUM function to total all the cells in each rating column
5. Write a formula for **SCORE** that will multiply the TOTAL by the value in red at the top of the categories.
6. Use a SUM function to add the numbers across all 5 SCORE cells for the OVERALL CUSTOMER RATING