**Service Follow-Up Form**

|  |  |  |  |
| --- | --- | --- | --- |
| **Company Name:** |  | **Address:** |  |
| **Phone:** |  | **Email:** |  |
| **Date:** |  | **Service Reference No.:** |  |

**Section 1: Customer Information**

|  |  |  |  |
| --- | --- | --- | --- |
| Customer Name |  | Contact Number |  |
| Email Address |  | Address |  |
| Preferred Contact Method | ☐ Phone ☐ Email ☐ SMS | | |

**Section 2: Service Details**

|  |  |  |  |
| --- | --- | --- | --- |
| Type of Service |  | | |
| Service Date |  | Service Technician |  |
| Product/Equipment |  | Service Location | ☐ On-site ☐ Workshop ☐ Remote |

**Section 3: Follow-Up Evaluation**

|  |  |  |
| --- | --- | --- |
| **Question** | **Rating (1–5)** | **Comments** |
| How satisfied are you with the service provided? | ☐1 ☐2 ☐3 ☐4 ☐5 |  |
| Was your issue resolved completely? | ☐1 ☐2 ☐3 ☐4 ☐5 |  |
| How was the technician’s professionalism? | ☐1 ☐2 ☐3 ☐4 ☐5 |  |
| Was the service completed within the promised time? | ☐1 ☐2 ☐3 ☐4 ☐5 |  |
| Would you recommend our service to others? | ☐ Yes ☐ No |  |

**Section 4: Additional Feedback**

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|  |

**Section 5: Follow-Up Action (Internal Use)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Action Required** | **Responsible Person** | **Target Date** | **Status** |
|  |  |  | ☐ Pending ☐ Completed |

**Section 6: Acknowledgment**

|  |  |  |
| --- | --- | --- |
|  | **Signature** | **Date** |
| Customer |  |  |
| Service Representative |  |  |