[](https://www.smartsheet.com/try-it?trp=11274&utm_source=integrated+content&utm_campaign=/content/measuring-project-success&utm_medium=Client+Survey+Email+word+11274&lpa=Client+Survey+Email+word+11274&lx=PFpZZjisDNTS-Ddigi3MyABAgeTPLDIL8TQRu558b7w)**CLIENT SURVEY EMAIL   
TEMPLATE**

Graphical user interface, text, application

Description automatically generated

Dear [Client Name], We were happy to work with you on the [name of project]. Now that the project is complete, we would love to hear your feedback. If you have a moment, please answer this short survey about your experience.

For the following questions, please place [ **X** ] in the box that applies:

1. How would you rate your experience with our project team?

[ ] Very Satisfied

[ ] Satisfied

[ ] Neither Satisfied nor Dissatisfied

[ ] Dissatisfied

[ ] Very Dissatisfied

1. Were all your concerns addressed?

[ ] Yes

[ ] No

[ ] Not Sure

[ ] Other:

1. How satisfied are you with the result?

[ ] Very Satisfied

[ ] Satisfied

[ ] Neither Satisfied nor Dissatisfied

[ ] Dissatisfied

[ ] Very Dissatisfied

1. How likely are you to return for any future projects?

[ ] Highly Likely

[ ] Likely

[ ] Not Sure

[ ] Unlikely

[ ] Highly Unlikely

Please provide additional feedback by answering the following questions:

1. What went well? What could be done again?

Answer:

1. What did not go well? What would you suggest we do differently to improve your experience regarding future projects?

Answer:

1. Any additional thoughts or concerns?

Answer:

Thank you for taking the time to answer these questions.

Sincerely,

[Name]

Graphical user interface, text, application

Description automatically generated

|  |
| --- |
| **DISCLAIMER**  Any articles, templates, or information provided by Smartsheet on the website are for reference only. While we strive to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability with respect to the website or the information, articles, templates, or related graphics contained on the website. Any reliance you place on such information is therefore strictly at your own risk. |