

CLIENT EXPERIENCE REVIEW

NAME OF CLIENT | PROJECT | DATE

At Fig Industries, we are constantly reflecting on ways to improve. We want to know what you enjoyed about our working together; What went well? How can we be even better? Just because you approved the job doesn't mean our work is done. We hope you see Fig Industries as a resource for all your future brand and marketing needs. We would love to hear your honest assessment of how we performed. It is, after all, how we improve your experience with us!

We would be grateful if you could please take a few minutes to print and complete the questionnaire below and email a scanned version back to emma@figindustries.com.

1. OUR PROCESS

1.1 With whom were your main interactions? (please circle or underline)

Deborah Brandt, OWNER & CREATIVE DIRECTOR

Ana Tamaccio, SENIOR DESIGNER

Emma Parnham, BRAND STRATEGIST

Josh Seibert, DESIGNER

Rebecca Fowler, PR & MARKETING SPECIALIST

Laura Moyer, DESIGNER

Shani Tucker, SENIOR DESIGNER

Mike Miville, PHOTOGRAPHER

1.2. Are there additional services you would like Fig Industries to be able to offer?

1.3 Please rate your satisfaction with the level of service from Fig Industries:

EXTREMELY WELL VERY WELL SOMEWHAT WELL NOT SO WELL NOT WELL AT ALL

We understood your business

We understood your needs

Our proposal was clear & easy to follow

Our courtesy & professionalism

We listened carefully

We asked the right questions

We received feedback constructively

We responded appropriately

Had the knowledge & expertise

Responded in a timely manner

Met your timeline or managed expectations accordingly

2. DESIGN

2.1 Please rate your satisfaction with the level of design:

EXTREMELY SOMEWHAT NOT SO MUCH NOT AT ALL

Was the design was thoughtful & relevant to your needs?

Did the team provide clear explanations for their design choices?

Did you feel involved in the process?

Were technical processes explained clearly, such as moodboards, print finishes, and paper specifications etc?

The work completed make a positive contribution to your business?

3. OVERALL

3.1 I am very satisfied with the way Fig Industries performed on this project:

STRONGLY DISAGREE SOMEWHAT DISAGREE NEITHER AGREE NOR DISAGREE SOMEWHAT AGREE STRONGLY AGREE

3.2 I am very satisfied with the level of client care I received on this project:

STRONGLY DISAGREE SOMEWHAT DISAGREE NEITHER AGREE NOR DISAGREE SOMEWHAT AGREE STRONGLY AGREE

3.3 Considering the overall value of the project you paid for, was it...

EXCEPTIONAL VALUE, WELL WORTH THE MONEY! GOOD VALUE, WORTH THE MONEY POOR VALUE, NOTE REALLY WORTH THE MONEY

3.4 What is the likelihood of you completing another project with Fig Industries?

VERY LIKELY LIKELY MAYBE UNLIKELY VERY UNLIKELY

3.5 Would you recommend Fig Industries to a friend or colleague?

VERY LIKELY LIKELY MAYBE UNLIKELY VERY UNLIKELY

4. ANY ADDITIONAL COMMENTS—LEAVE THEM HERE!

Your answers will be instrumental in improving your client experience! Thank you!