

Ask the right questions! Create your survey in minutes by choosing the right questions from the list of pre-written questions.

ASTROLOGY

The Feedbank

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Astrology Category

Questions

Q1: What is your sun sign? **For example, Leo, Aries, Capricorn, etc.**

Answer:

Q2: What is your date of birth in the DD-MM-YYYY format?

Answer:

Q3: What is the time and place of your birth?

Answer:

Q4: Have you consulted any astrologers in the past?

- a. Yes
- b. No

Q5: What was the reason for contacting the astrologer in the past?

Answer:

Q6: Do you believe in Vaastu Shastra?

- a. Yes
- b. No

Q7: What is your reason for contacting us?

- a. Family issues
- b. Financial issues
- c. Health issues
- d. Other, I do not wish to reveal

Q8: Please rate our astrology services on the following parameters (1- excellent, 2-good, 3- average, 4- bad, 5- very poor)

- Astrologer's way of understanding and explaining your concerns
 - a. 1
 - b. 2
 - c. 3
 - d. 4
 - e. 5
- Overall impression of the place
 - a. 1
 - b. 2
 - c. 3
 - d. 4
 - e. 5

Astrology Category

- Astrologer's knowledge
 - a. 1
 - b. 2
 - c. 3
 - d. 4
 - e. 5
- Time management
 - a. 1
 - b. 2
 - c. 3
 - d. 4
 - e. 5
- Your overall experience
 - a. 1
 - b. 2
 - c. 3
 - d. 4
 - e. 5

Q9: Would you visit us again in future?

- a. Definitely
- b. Most likely
- c. Not sure
- d. Never

Q10: Did you get answers to your questions/concerns?

- a. Yes, mostly
- b. Not sure
- c. No, not at all

Q11: Did the astrologer give enough time to understand your concerns and answer your questions?

- a. Definitely yes
- b. Probably yes
- c. Not sure
- d. Probably not
- e. Definitely not

Q12: How did you come to know about us?

- a. Online search results
- b. Reviews
- c. Advertisements
- d. Based on recommendation
- e. Other

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Q13: Did you take an appointment before visiting?
a. Yes (please specify details about the booking)
b. No, I just walked in

Q14: Did you get the required option in our IVR menu easily?
a. Yes, it was clear and simple
b. No, it was very confusing

Q15: Should we improve/change our appointment booking procedure?
a. Yes, please mention how should we improve
b. No, it is perfect

Q16: Please recommend how should we improve:
Answer:

Q17: Would you visit us again?
a. Definitely
b. Most likely
c. Not sure
d. Never

Astrology Category

Tips to Remember

- Design survey of 5 (minimum) or 10(maximum) questions.
- Use multiple choice questions to receive the accurate feedback. Customers may ignore open ended questions.
- Ensure that there is at least one open-ended question, so that customers can provide their own explanations / experience / suggestions of what's good or bad with the product/service.
- Do not flood customers inbox with multiple survey emails in a single day to receive feedback. Have patience!
- Ensure most of the questions are optional. Don't force your audience to answer each question if they are not willing to.