

## Raising Low Survey Scores

If you receive a low survey score from a customer, there are a few steps you can take to try to improve it:

1. Identify the root cause of low survey scores: Look at customer feedback (if provided) to see what is causing dissatisfaction. Is it a specific product or service, or is it a wider issue with the company as a whole?
2. Develop a plan to address the issues: Once you've identified the root cause, develop a plan to address the issues and improve the customer experience. This could involve improving products or services, providing better customer support, or making other changes to the way you do business.
3. Communicate with customers: Let your customers know that you're aware of their concerns and that you're working to address them. This can help to build trust and improve their perception of your company.
4. Follow up and track progress: Follow up with customers to see if the changes you've made have had a positive impact on their experience. Continuously track your survey scores to see if it is improving over time.

By taking these steps, you can work to improve your company's survey scores and provide a better experience for your customers.

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