Here is a sample of a memo sent to customers or clients to get their feedback about you or your company. This could be done personally, as outlined below, or you could use a tool like Survey Monkey ([www.surveymonkey.com](http://www.surveymonkey.com)) to solicit feedback in a more anonymous way. The main purpose is to find a way to seek the valuable insight of clients and stakeholders in order to monitor performance and client satisfaction.

Memo To: Stakeholders or clients

From: You/Your Company

Regarding: We would like your feedback

Dear Sir/ Madam

As you know, we are currently performing (LIST OF TASKS) or providing (LIST TYPE OF SERVICE or PRODUCT) for you. We would like to ensure that we are meeting your needs and would like to assess your level of satisfaction with our work/service. We’d appreciate your response by (DATE).

Please response to the questions below based on the following scale:

5 -Strongly agree 4-Agree 3-Not Sure/Neutral 2-Disagree 1-Strongly Disagree

1. We provide excellent products/services.
2. Our products/services meet your needs.
3. Our products/services provide value for money.
4. We respond appropriately to your questions or concerns.
5. You would recommend me/my products/services to others.

Additional comments or feedback:

Thank you for your time and support. Your input will assist us in improving our product/services.