

Your Monthly Customer Call Sheet

Use this sheet to call five of your customers every month. I recommend calling at least one per week, to introduce yourself as the owner of the business, thank them for being a customer and to gain valuable feedback on your product or service, including ways that it can be improved.

	Five questions to ask every customer
1	Are you happy with the product / service you are receiving from our business?
2	If there is one thing you could change about our product / service, what would it be?
3	What was the problem / challenge that you were trying to solve when you started to look at our product / service?
4	How did our product / service help you solve that problem?
5	Would you recommend us to your friends or colleagues?

Customer Name:

Company Name:

Position / Role In Company:

Notes from the call:

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Need any help with this activity? [Email me on richard@goberemarkable.com](mailto:richard@goberemarkable.com)