

# Customer Service Evaluation for Pharma Clients

**From:** [Your Name]

**To:** [Client's Name]

**Date:** [Date]

Dear [Client's Name],

We hope this letter finds you well. As part of our commitment to excellence in customer service and continuous improvement, we are conducting a customer service evaluation specifically tailored for our valued pharmaceutical clients like yourself.

We would greatly appreciate it if you could take a few moments to provide feedback on the following aspects of our service:

- Responsiveness to inquiries
- Professionalism of our staff
- Quality of service provided
- Overall satisfaction with your experience
- Any additional suggestions for improvement

Your input is invaluable to us and will help guide our efforts to enhance our services. Please feel free to respond in your own words or use the attached evaluation form.

Thank you for your time and continued partnership. We look forward to hearing your thoughts.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Contact Information]