

Dear [Client's Name],

I hope this message finds you well. I wanted to take a moment to thank you for the opportunity to work on the customer journey mapping project. Your insights and collaboration were invaluable.

To ensure that I continue to provide the best service possible, I would greatly appreciate your feedback on the process and deliverables. Your thoughts on what worked well and areas for improvement will help me refine my approach for future projects.

Please take a few minutes to respond to the following questions:

- What aspects of the customer journey mapping did you find most helpful?
- Were there any areas where you believe there is room for improvement?
- How satisfied are you with the overall communication and project timeline?

Your feedback is important to me, and I look forward to hearing your thoughts. Thank you once again for your trust and collaboration.

Best regards,

[Your Name]

[Your Freelance Business Name]

[Your Contact Information]