

Customer Satisfaction Survey

The Common Council Office is interested in learning how we can serve you better. Your individual responses and comments will remain anonymous, so please answer the questions below as frankly as possible.

Responses should be sent by _____ to **Karl van Lith, Rm. 304 MMB**, who will compile them and discuss the results with Common Council staff. We will use the data from this survey to assess how well we deliver customer service and see if there are areas we need to improve

1. How frequently do you use or have contact with Common Council staff?

- Daily More than once a week
 More than twice a month Quarterly

2. What mode of contact do you most frequently use?

- Email Phone In Person

Overall Customer Service

3. Overall, how would you describe the customer service you have received at the Common Council Office?

Excellent	Very Good	Good	Fair	Poor

Comments:

Timeliness

4. Timeliness: Work Requested

Excellent	Very Good	Good	Fair	Poor

Comments:

5. Timeliness: Returning phone calls and/or overall phone contact

Excellent	Very Good	Good	Fair	Poor

Comments:

6. Timeliness: Responding to e-mails

Excellent	Very Good	Good	Fair	Poor

Comments:

Competency and Helpfulness

7. Competent and Helpful: Answered questions you had about service

Excellent	Very Good	Good	Fair	Poor

Comments:

8. Resolved issues in a positive way

Excellent	Very Good	Good	Fair	Poor

Comments:

9. The job was done right the first time

Excellent	Very Good	Good	Fair	Poor

Comments:

Interpersonal skills

10. Level of Friendliness: eye contact and voice tone

Excellent	Very Good	Good	Fair	Poor

Comments:

11. Level of listening skills displayed

Excellent	Very Good	Good	Fair	Poor

Comments:

12. Level of politeness and courtesy

Excellent	Very Good	Good	Fair	Poor

Comments:

13. If you were dissatisfied with service, how well did you think staff handled your issues and resolved them?

Excellent	Very Good	Good	Fair	Poor

Comments:

14. What do you like best about dealing with Common Council Office staff?

15. What did you dislike most about dealing with Common Council Office staff?