

Internal Customer Service Survey

Customer Information

Name: City of Hope
Address: 1500 East Duarte Road
Duarte, CA 91010
Phone: 818-416-8003

When parts need to be ordered, are you able to provide the customer with accurate information about the order, including when the parts will be available?

Does being unable to get parts when you need them affect your ability to complete a job on time? If so, please give some examples.

Are team members in the Parts Department willing to help with your request for parts?

Please rate the following criteria on a scale of 1 to 5, with 1 being “strongly disagree” and 5 being “strongly agree”.

Associates in the parts department are knowledgeable about the products they carry

1	2	3	4	5
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Parts are kept in an organized manner so they will be easy to find

1	2	3	4	5
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Workers in the parts department display a genuine enthusiasm for their job

1	2	3	4	5
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I am treated like an external customer rather than a co-worker in the same company

1	2	3	4	5
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Parts clerks understand the importance of getting parts to service bays in a timely manner, and work hard to ensure this task is accomplished

1	2	3	4	5
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I never feel as though I am a bother to employees of the parts department

1	2	3	4	5
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Do you want to purchase the product now?

NO