



Customer Assistance Survey Form

A. Did the attendant introduce themselves when initially meeting you?

Introduced - Yes

B. Did the attendant help you accomplish your goal for requesting the service?

Accomplished - No

Please explain:

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C. On a scale of 1 to 5, 5 being extremely fast and 1 extremely slow how would rate the time it took the attendant to get to you after you disconnected the call?

Scale - 3

Please explain:

D. On a Scale of 1 to 5, 5 being extremely helpful and 1 not helpful, how would you rate the attendants level of helpfulness during the service?

Scale - 2

Please explain:

E. On a scale of 1-5, 5 being extremely satisfied and 1 being extremely dissatisfied how would you rate the overall service and experience you received while utilizing our facility?

Scale - 4

Comments:

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F. Would you like to be contacted by a member of management to discuss the service you received?

Feedback Call - No

Customer Name: Shown Mickel

Employee Name: Paul Wilson