# 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?

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| --- |
|  |

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

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| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |

Parts are kept in an organized manner so they will be easy to find

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |

Workers in the parts department display a genuine enthusiasm for their job

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |

I am treated like an external customer rather than a co-worker in the same company

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |

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 |

I never feel as though I am a bother to employees of the parts department

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |

**Do you want to purchase the product now? NO**