# Internal Customer Service Survey

**Customer Information**

**Name:**  CNN Center

**Address:** 1 CNN Center

Atlanta, Georgia 30303

**Phone:** 800-555-2387

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 |

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? YES**