Service Satisfaction Survey

Utilizing customer feedback to improve customer service and program performance.

SERVICE SATISFACTION SURVEY/COMMENT CARD

*A tool to assist us in improving customer service, the quality of work performance, the effectiveness, and the delivery of personalized services to our participants.

*A tool which will enable the Department to evaluate customer suggestions and complaints and in turn give employees the opportunity to recognize and consider customer needs.

*A tool to recognize and reward excellent customer service provided by employees.

*A tool to identify operational weaknesses, employee development and training needs.

SERVICE SATISFACTION SURVEY

We welcome your comments about our services.   Please let us know how we have done.

1. Did you have an appointment? ☐ Yes ☐ No

2. What was the reason for your visit to the office today?
☐ New application ☐ Recertification/Redetermination ☐ EBT/BIC/PIN
☐ Drop off documents ☐ Fingerprint ☐ GAIN ☐ GROW ☐ OTHER

3. After entering the reception area, how long did you wait to be seen?
☐ Less than 20 minutes ☐ 21 - 60 minutes ☐ More than 1 hour

4. What was the total time of your visit?
☐ Less than 20 minutes ☐ 21 - 60 minutes ☐ More than 1 hour

5. How satisfied were you with your visit to this office?

	Excellent	Very Good	Good	Fair	Poor
Friendliness of staff:	☐	☐	☐	☐	☐
Helpfulness of staff:	☐	☐	☐	☐	☐
Timeliness of first contact with staff:	☐	☐	☐	☐	☐
Length of time to complete today's visit:	☐	☐	☐	☐	☐
Cleanliness of this office:	☐	☐	☐	☐	☐

6. What is your "Overall Satisfaction" with the services you received today?
☐ Exceptionally satisfied ☐ Very satisfied ☐ Satisfied ☐ Dissatisfied
☐ Very Dissatisfied

How are we doing?

Customer Service

We want to hear what you have to say

Submit your feedback in the Comment Card drop box

Comments Cards are available at the Customer Service Counter and near the exit

"Your comments go directly to the Director for review."

SERVICE SATISFACTION SURVEY/COMMENT CARD
Assessment Flow

* Was Customer Service Satisfaction identified?

* Positive or Negative?

* If positive, supervisor/manager to provide recognition

* If negative, conduct a fact-finding review to determine validity

* If valid, was employee in compliance with departmental policy?

* Is there a Job performance deficiency or training need?

* Is there misconduct?

* Is there a safety concern?

SERVICE SATISFACTION SURVEY/COMMENT CARD
Methods of Recognition

Bulletin Board

Newsletter

Unit/Section Meeting

General Staff Meeting

Performance Evaluation

Departmental Recognition