

## CUSTOMER SERVICE SURVEY

### Facility Maintenance

(department name) provides maintenance and repair services for a variety of building systems such as (list). We are also responsible for maintaining the building itself (describe).

We would like to know how well you think we are doing and how we can do better. Please help us by answering the ten questions on the front and back of this survey.

When you have finished, please send the survey to (department or independent survey service). If you have any questions about the survey, please contact (name and contact information). **Please return the survey by (deadline). Thanks!**

When you need repair or maintenance, you should be able to contact us quickly and easily.

How well are we doing on this factor?

- Excellent
- Adequate
- Poor

How important is it for us to do well on this factor?

- Very important
- Somewhat important
- Not very important

Comments:

When you call us, our office staff should handle your call courteously and professionally.

How well are we doing on this factor?

- Excellent
- Adequate
- Poor

How important is it for us to do well on this factor?

- Very important
- Somewhat important
- Not very important

Comments:

When you need emergency service, we should respond immediately.

How well are we doing on this factor?

- Excellent
- Adequate
- Poor

How important is it for us to do well on this factor?

- Very important
- Somewhat important
- Not very important

Comments:

When you need routine service, we should respond in a timely manner.

How well are we doing on this factor?

- Excellent
- Adequate
- Poor

How important is it for us to do well on this factor?

- Very important
- Somewhat important
- Not very important

Comments:

Our service personnel should be competent and knowledgeable about the work they do.

How well are we doing on this factor?

- Excellent
- Adequate
- Poor

How important is it for us to do well on this factor?

- Very important
- Somewhat important
- Not very important

Comments:

Our technical personnel should act in a courteous and professional manner.

How well are we doing on this factor?

- Excellent
- Adequate
- Poor

How important is it for us to do well on this factor?

- Very important
- Somewhat important
- Not very important

Comments:

When work is underway, we should communicate with you about its status and progress.

How well are we doing on this factor?

- Excellent
- Adequate
- Poor

How important is it for us to do well on this factor?

- Very important
- Somewhat important
- Not very important

Comments:

When we provide service, we should complete the work in a timely manner.

How well are we doing on this factor?

- Excellent
- Adequate
- Poor

How important is it for us to do well on this factor?

- Very important
- Somewhat important
- Not very important

Comments:

The work we do should be of high quality.

How well are we doing on this factor?

- Excellent
- Adequate
- Poor

How important is it for us to do well on this factor?

- Very important
- Somewhat important
- Not very important

Comments:

Please add any other comments or suggestions. Thanks!