CUSTOMER SATISFACTION FEEDBACK

We at DPW value your opinion as our Customer. We want to know how we served you today. Please take TWO minutes to tell us about the service by answering the following questions. Please circle your response using the following scale:
If your response to any question is Poor, please use the space below to tell us how we can give you better service. Cards should be sent through distribution to DPW or comments may be called to 442-2052/3090.

	EXCELLENT	V GOOD	GOOD	FAIR	POOR
1. Was the service order clerk courteous when you called in this service order?	5	4	3	2	
2. Was the technician courteous?	5	4	3	2	
3. Was our response timely?	5	4	3	2	1
4. Did the technician keep you informed of the job status?	5	4	3	2	1
5. Was the job done to YOUR satisfaction?	5	4	3	2	1
6. Was all refuse removed from the job site?	5	4	3	2	1
7. How would you rate the DPW service?	5	4	3	2	1
Number of trips required to complete job					
Was the job completed?	Y	N			

Comments/suggestions: _____

_____

_____

_____

_____

OPTIONAL: Customer Name _____ Phone_

FS 984
(DPW) Rev 1 Jan 97

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7. How would you rate the DPW service?	5	4	3	2	
8 Number of trips required to complete job					
9 Was the job completed?	Y	N			

Comments/suggestions: _____

_____

_____

_____

_____

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