



Month: _____

Property Maintenance Customer Service Survey

Please complete our customer service questionnaire. It should take only 2 – 3 minutes to complete. We appreciate your business and value your opinions to make improvements.

1. How did you last contact customer service?

- Walk-In Telephone
 Email Other (Please Specify): _____

2. I was able to speak with a customer service representative within one (1) minute.

- | | | | | |
|-----------------------|-----------------------|-----------------------------------|-----------------------|--------------------------|
| Strongly
Agree (5) | Agree (4) | Neither Agree
Nor Disagree (3) | Disagree (2) | Strongly
Disagree (1) |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

3. The customer service representative was responsive in helping me with my issue(s).

- | | | | | |
|-----------------------|-----------------------|-----------------------------------|-----------------------|--------------------------|
| Strongly
Agree (5) | Agree (4) | Neither Agree
Nor Disagree (3) | Disagree (2) | Strongly
Disagree (1) |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

4. The customer service representative handled my issue(s) in a professional manner.

- | | | | | |
|-----------------------|-----------------------|-----------------------------------|-----------------------|--------------------------|
| Strongly
Agree (5) | Agree (4) | Neither Agree
Nor Disagree (3) | Disagree (2) | Strongly
Disagree (1) |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

5. The customer service representative addressed my issue(s).

- | | | | | |
|-----------------------|-----------------------|-----------------------------------|-----------------------|--------------------------|
| Strongly
Agree (5) | Agree (4) | Neither Agree
Nor Disagree (3) | Disagree (2) | Strongly
Disagree (1) |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

6. The customer service representative was courteous and respectful.

- | | | | | |
|-----------------------|-----------------------|-----------------------------------|-----------------------|--------------------------|
| Strongly
Agree (5) | Agree (4) | Neither Agree
Nor Disagree (3) | Disagree (2) | Strongly
Disagree (1) |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

7. The customer service representative was able to answer my questions clearly and understandably.

Strongly
Agree (5)

Agree (4)

Neither Agree
Nor Disagree (3)

Disagree (2)

Strongly
Disagree (1)

8. The customer service representative was very helpful.

Strongly
Agree (5)

Agree (4)

Neither Agree
Nor Disagree (3)

Disagree (2)

Strongly
Disagree (1)

9. My experience with customer service met my expectations.

Strongly
Agree (5)

Agree (4)

Neither Agree
Nor Disagree (3)

Disagree (2)

Strongly
Disagree (1)

What were your expectations? _____

10. What could we do better? _____

11. What did we do well? _____

Please add your email address, phone number and full name if you would like us to follow-up with you.

Name: _____
Phone: _____
Email: _____@_____

We thank you for completing this customer service survey.

**Dwight Saunders, Director-Property Maintenance
George Britt, Customer Service Manager**