

MAINTENANCE CUSTOMER SATISFACTION SURVEY

Work Order #: _____ Date: _____

Technician: _____

Address: _____

We would appreciate just a few minutes of your time to give us your opinion regarding the service you received from the Hunt Military Communities Maintenance staff on your work order request.

Description of work order: _____

Please circle your response to each question using the following scale:

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Average	Satisfied	Very Satisfied

If you have any other comments about the service you received that may help us improve, please write them in the comments section provided below.

1. How satisfied were you with the timeliness of the service provided? 1 2 3 4 5

2. How satisfied were you with the quality of the service provided? 1 2 3 4 5

3. How satisfied were you with the courtesy, professionalism and expertise of the Maintenance Personnel who completed your work request? 1 2 3 4 5

4. How satisfied were you with the courtesy, responsiveness and expertise of the Customer/Service Call Personnel who worked with you on your work request? 1 2 3 4 5

5. How would you rate your overall satisfaction with the service provided? 1 2 3 4 5

Comments:

Name (Print): _____

Signature: _____

When completed, please return survey to the main office.