

# SERVICE QUALITY QUESTIONNAIRE CAPITAL PROJECTS & FACILITIES MANAGEMENT REMODEL DEPARTMENT

TO: Site Administrator, \_\_\_\_\_

RE: Work Order # - \_\_\_\_\_

To better serve you, we ask that you take a few moments to complete the following questionnaire and return it to **Capital Projects & Facilities Management, Remodel Department, 333 Holcomb, 3<sup>rd</sup> Floor**. We value your opinion so please take a minute and let us know how we're doing. If there are any questions on which you need clarification, please call 789-3843. If you wish to elaborate on any "no" answers please do so on the reverse side.

- |     |                                                                                                                                                                                                                                                            | <u>Yes</u>               | <u>No</u>                | <u>NA</u>                |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|
| 1.  | Was your initial Remodel Department contact person helpful and courteous?.....                                                                                                                                                                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.  | Did the Remodel Department worker check in before starting the work?.....                                                                                                                                                                                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.  | Were you notified on what impact the work would have at your facility?.....                                                                                                                                                                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.  | Were you kept informed of the progress of the work?.....                                                                                                                                                                                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5.  | Were all your questions about the work answered to your satisfaction?.....                                                                                                                                                                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6.  | Was the work well organized?.....                                                                                                                                                                                                                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7.  | Did the Remodel Department staff perform in a courteous and professional manner?.....                                                                                                                                                                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8.  | Did the worker promptly attend to the work and leave upon its completion?.....                                                                                                                                                                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9.  | Was the work completed to your satisfaction?.....                                                                                                                                                                                                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. | Was the work area left clean and safe?.....                                                                                                                                                                                                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. | Overall what was your level of satisfaction with the work?    Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Not Satisfied <input type="checkbox"/><br>(if not satisfied please note reason why in the Comments section below) |                          |                          |                          |
| 12. | How long did it take to complete your request from the time you submitted the Transfer of Funds?:<br><br>1-2 weeks <input type="checkbox"/> 3-4 weeks <input type="checkbox"/> 1-3 months <input type="checkbox"/> over 3 months <input type="checkbox"/>  |                          |                          |                          |
| 13. | Comments about this job and/or how we at Plant Facilities can improve our service?<br>_____<br>_____                                                                                                                                                       |                          |                          |                          |

# Sample Questionnaire On Service Quality

**Peter Hernon, John R. Whitman**



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