



Dear Customer:

As the Executive Director of Ocala Housing Authority, I want to thank you for giving us the opportunity to serve you. We appreciate you and want to make sure we meet your expectations. Please help us serve you better by taking a couple of minutes to tell us about the service that you have received so far.

**In your most recent customer service experience, how did you contact the representative?**

\_\_\_\_\_ In Person                      \_\_\_\_\_ By Telephone                      \_\_\_\_\_ Internet

**1. Did our representative.....? (Select all that apply)**

\_\_\_\_ Quickly identify the problem?                      \_\_\_\_ Appear knowledgeable and competent?  
\_\_\_\_ Help you understand your issue?                      \_\_\_\_ Treat you professionally & politely?

**2. How long did it take to resolve your problem?**

\_\_\_\_ Immediate Resolution                      \_\_\_\_ Between 2 and 3 days  
\_\_\_\_ Between 4 and 5 days                      \_\_\_\_ The problem was not resolved

**3. How many times did you have to contact someone before the problem was corrected?**

\_\_\_\_ Once                      \_\_\_\_ Twice  
\_\_\_\_ Three Times                      \_\_\_\_ More than Three times

**4. Overall, how satisfied are you with the customer service experience?**

Completely Satisfied \_\_\_\_\_ Satisfied \_\_\_\_\_ Satisfied \_\_\_\_\_ Not Satisfied \_\_\_\_\_

**5. If you were less than completely satisfied, what could have been done to serve you better?**

\_\_\_\_\_  
\_\_\_\_\_

**6. Optional: Provide the name/names of the staff who assisted you.** \_\_\_\_\_

\_\_\_\_\_

**COMMENTS:**

\_\_\_\_\_  
\_\_\_\_\_

Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing products and services in the future.

Gwendolyn Dawson, CEO Ocala Housing Authority

Date: \_\_\_\_\_ (OPTIONAL) Your Name: \_\_\_\_\_ Phone Number \_\_\_\_\_

