

## Customer Service Survey

In order to improve the City of Plano Animal Services, please respond to the questions below.

What was the nature of your request? \_\_\_\_\_

Was your request made in person at the Animal Shelter or at your residence?  Shelter  Residence

Was your request handled in a timely manner?  Yes  No

Were the employees you dealt with courteous and helpful?  Yes  No

Was the issue resolved to your satisfaction?  Yes  No

Did the Animal Services Representative handle your call in a courteous and professional manner?  Yes  No

Please identify the staff member who assisted you. \_\_\_\_\_

Was the length of time you waited to be helped acceptable?  Yes  No

If you were grading the Animal Services Department on its handling of the situation, what grade would you give?  A  B  C  D  F

Comments/Suggestions: \_\_\_\_\_

\_\_\_\_\_

Address: \_\_\_\_\_

**THANK YOU FOR YOUR FEEDBACK!**