



Customer Comment Card

Please take a couple of minutes to tell us about the service that you have received.

The reason for your visit to Human Resource Services: _____
(examples: employment/promotion opportunity, benefits related, orientation, visa/immigration, supervisory support)

In evaluating your most recent experience with Human Resource Services, was the quality of the service:

- Superior
- Very Satisfactory
- About Average
- Somewhat unsatisfactory
- Very Poor

Please provide specifics: _____

Which of the following qualities of the Human Resource Services staff member stood out:

- | | |
|---------------------------------------|---|
| <input type="checkbox"/> Approachable | <input type="checkbox"/> Kept me waiting |
| <input type="checkbox"/> Enthusiastic | <input type="checkbox"/> Didn't understand the question |
| <input type="checkbox"/> Friendly | <input type="checkbox"/> Was not knowledgeable |
| <input type="checkbox"/> Helpful | <input type="checkbox"/> Gave unclear answers |
| <input type="checkbox"/> Patient | <input type="checkbox"/> Was disorganized |
| <input type="checkbox"/> Responsive | <input type="checkbox"/> Was unprofessional |
| <input type="checkbox"/> Other: _____ | <input type="checkbox"/> Other: _____ |

Please provide any additional comments: _____

In order for us to serve you better, what suggestions do you have for our improvement?

Did you receive the service you came for? Yes No
Were all your questions answered adequately? Yes No

If you would like a response, please provide your name and contact information.

Name: _____

Telephone #: _____

Date and Time of your visit: _____

fold upward here and staple

Human Resource Services
Kehoe 912

~~Confidential~~