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:

☐ Approachable ☐ Kept me waiting
☐ Enthusiastic ☐ Didn’t understand the question
☐ Friendly ☐ Was not knowledgeable
☐ Helpful ☐ Gave unclear answers
☐ Patient ☐ Was disorganized
☐ Responsive ☐ Was unprofessional
☐ Other: ____________________ ☐ 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: _______________________________________