



CUSTOMER SERVICE QUESTIONNAIRE

Our goal is to provide our customers with the best service possible. Please take a few minutes to complete the following customer service questionnaire. Your comments will enable us to see how we're doing overall and find out how we can improve.

What was the purpose of your visit or phone call? (Please check all that apply.)

- Cemetery
- Code Enforcement
- Community Development
- Economic Development
- Fire Department
- Information Request
- Keep Vienna Beautiful Program
- Permits
- Police Department
- Public Works Department
- Taxes/Licenses
- Utility Billing
- Utility Services
- Vienna Main Street Program
- Vienna Mayor and/or Council Contact
- Zoning/Land Use
- Other (Describe)

Other Description:

If you know who assisted you, please enter their name here.

How long did you have to wait before speaking to a representative?

- No Wait time
- Within three (3) minutes
- 3 – 5 minutes
- 5 – 10 minutes
- More than 10 minutes

How would you rate the representative's overall knowledge of your problem or question?

- Excellent
- Very Good
- Good
- Fair
- Poor
-

How would you describe what happened

- Gave wrong information
- Didn't understand
- Gave unclear answer
- Couldn't solve the problem
- Disorganized
- Other (Describe)

Other Description:

How would you rate the representative on courtesy?

- Excellent
- Very Good
- Good
- Fair
- Poor

Was there anything about the courteousness of service that stood out as being superior?

- Yes
- No

If no, please describe:

Other Description:

How would you rate the representative's willingness to assist you?

- Excellent
- Very Good
- Good
- Fair
- Poor

How could we improve our customer service?

Overall, how would you rate our customer service?

- Excellent
- Very Good
- Good
- Fair
- Poor

Please mail your Customer Service Questionnaire to:

*City of Vienna
Attn: Michael Bowens, City Administrator
P O Box 436
Vienna, GA 31092*

Or email it to: michael.bowens@cityofvienna.org

Thank you for your time!