

## How Are We Doing? Customer Service Survey

**Dear Customer:**

As a world-class community, we are concerned about the level of service we provide to our residents and business partners. To help us with our goal of achieving excellence, we would greatly appreciate it if you could **take a minute to complete this survey**. When done, please **drop it in the comment box** provided at the Inspection Services' counter (Suite 800). You can also fax this form to (703) 228-7495, or send comments to: [CPHDinspectionsvc@arlingtonva.us](mailto:CPHDinspectionsvc@arlingtonva.us). Thank you!

<b>Today's Date</b> (write here):					
<b>Our Service - How would you rate us in:</b>					
<b>Level of Service</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	
1. <b><u>Courteousness</u></b> - Did we greet and assist in a helpful and polite manner?					
2. <b><u>Timeliness</u></b> - Was the amount of time you waited today acceptable?					
3. <b><u>Knowledge</u></b> - Did we provide complete and accurate information for your project?					
4. <b><u>Communication</u></b> - Did our employee explain the process and procedures in an easy to understand manner?					
5. <b><u>Overall</u></b> , how would you rate the level of service provided?					
<b>We value your feedback! Please give us your comments (use back, too):</b>					
<b>About You (circle one):</b>					
Is this your first visit?:	Yes			No	
Have you used our website?:	Yes			No	
How often do you come to this office for services?:	Daily	Weekly	Monthly	Few times a year	Rarely
Which category best describes you?:	Home-owner	Contractor	Expeditor/Runner	Developer/Architect	
What is your primary language?:	English	Spanish	Vietnamese		Other
<b>Optional:</b>					
Your Name:					
Phone:					
Email:					

**Inspection Services Division  
(703) 228-3800**

**Please visit our Website:**

<http://www.arlingtonva.us/Departments/CPHD/isd/CPHDIsdInspectionServices.aspx?InsLinkID=980>