



City of Parma, Ohio

DEAN DePIERO
MAYOR



Please complete and return this form to:

Parma Public Housing
1440 Rockside Road, Room 306
Parma, Ohio 44134

In evaluating your most recent customer service experience, was the quality of service you received:

- Superior
 Very satisfactory
 About average
 Somewhat unsatisfactory
 Very poor

Please describe what about the services experience stands out:

Was the process for getting your question answered or problem resolved?

- Superior
 Very satisfactory
 About average
 Somewhat unsatisfactory
 Very poor

How would you rate the service of the staff person?

- Superior
 Very satisfactory
 About average
 Somewhat unsatisfactory
 Very poor

Was there anything about the courteousness of the services that stands out as being superior?

- Patient
 Enthusiastic
 Listened carefully
 Friendly
 Responsive

If your experience was not good, what about the customer service could be improved? Was the representative? (Leave blank if it does not apply)

- Not Patient
 Not Enthusiastic
 Didn't Listen carefully
 Unfriendly
 Unresponsive

How would you rate the knowledge level of the staff person?

- Superior
 Very satisfactory
 About average
 Somewhat unsatisfactory
 Very poor

What would best describe your experience today? (check the correct version)

- CORRECT or INCORRECT information was given
 RESOLVED or DID NOT RESOLVE the problem
 UNDERSTOOD or DID NOT UNDERSTAND my questions
 CLEAR or UNCLEAR answers were given
 ORGANIZED or UNORGANIZED approach in assisting me

About how long did you have to wait before speaking to a staff person?

- I was taken care of immediately
 Within three minutes
 Within three-five minutes
 Within five-ten minutes
 More than 10 minutes

How many times did you have to contact customer service before the problem was corrected?

- Once
 Twice
 Three times
 More than three times
 The problem is still not resolved

Overall, how satisfied are you with your experience?

- Totally satisfied
 Very satisfied
 Somewhat satisfied
 Somewhat dissatisfied
 Very dissatisfied

If you were less than totally satisfied, what could have been done to serve you better?

Thank you for your time in completing this survey.