

CARSON COUNTY APPRAISAL DISTRICT

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Customer Service Evaluation

You are a valued customer. Please complete this short survey. Your feedback will be used to improve our service.

How was contact made to the appraisal office?

- In Person
- Telephone

--- Response Time ---

About how long did you have to wait before speaking to appraisal district staff?

- I was taken care of immediately
- Within 3 minutes
- 3-5 minutes
- 5-10 minutes
- More than 10 minutes

Did the appraisal district staff handle your contact timely?

- Yes
- No
- Somewhat
- Not at all

What would best describe what happened?

- Quickly solved the problem
- Kept me waiting on hold
- Had to explain several times
- Didn't know how to handle problem
- Had to ask others
- Other

--- Knowledge of Your Service Representative ---

Was the appraisal district staff knowledgeable?

- Yes
- No
- Somewhat
- Not at all

What would best describe what happened?

- Gave me a good solution
- Gave me the wrong information
- They didn't understand the question
- Gave unclear answers
- Couldn't solve problem
- Disorganized
- Other

--- Characteristics of Your Service Representative ---

How well do each of the following words describe your customer service representative?

	Very Well			Not At All	
	1	2	3	4	5
Patient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enthusiastic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listened carefully	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courteous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other word or phrase <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Overall, was the process for getting your problem resolved:

- Very poor
- Poor
- Average
- Good
- Very Good

--- If You Still Have a Problem ---

If you still have a problem, please consider giving us another chance to fix it. Complete the following information and we will contact you.

Name:

Phone:

Email:

Thank you for completing this survey!