

Department Customer Survey

Introduction text

Q1. Please answer the following questions about Customer Service as honestly as possible.

	Strongly disagree	Somewhat disagree	Undecided	Somewhat agree	Strongly agree
My department listens attentively to identify and understand customer concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My department responds promptly to customer requests, despite a busy workload.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My department consistently provides courteous service even when the customer is unreasonable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2. How satisfied are you with the quality of the customer service provided by your department?

Extremely satisfied Satisfied Undecided Dissatisfied Extremely dissatisfied

Q3. Please answer the following questions about teamwork as honestly as possible.

	Strongly disagree	Somewhat disagree	Undecided	Somewhat agree	Strongly agree
In my department, teamwork is encouraged.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Team members are held accountable for the decisions they make.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work assignments are distributed fairly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sufficient effort is made to get the opinions and thoughts of all people who work here.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is good alignment between my department and others with whom I need to coordinate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My department knows enough about what other departments are doing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how satisfied are you with the spirit of teamwork within [Company].	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for completing this survey.