

# Your Opinion Counts!

Your participation in this voluntary survey is very important to us. Your feedback will be used to help improve our service to the public. (Please make sure mark completely fills the oval. Make no stray marks on this form.)

**Promptness of service**

Very dissatisfied	1	2	3	4	5
Very satisfied					

**Understanding who was next in line**

1	2	3	4	5
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**Employee attitude**

1	2	3	4	5
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**Employee skill and knowledge**

1	2	3	4	5
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**Listening to your concerns**

1	2	3	4	5
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**Resolution of your question/issue**

1	2	3	4	5
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**Overall satisfaction with service**

1	2	3	4	5
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**Why did you visit us today? (Mark all that apply.)**

Form or Publication  Return Preparation

Refund  Payment

Notice or Bill  Other

Tax Question

**Were you referred to another area of the IRS?**

Yes	No
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**If so, where?**

Toll-free phone  Other

**What other methods did you use to attempt to resolve this issue? (Mark all that apply.)**

None  Volunteer site (VITA)

Toll-free phone (1-800#)  Paid tax professional

Correspondence  Other

IRS website (www.irs.gov)

Please do not write in this area.

**Do you understand your tax responsibilities better as a result of this visit?**

Yes  No

**How long did you expect to wait prior to receiving service today?**

Less than 5 min.  31 to 60 min.

6 to 15 min.  Over 60 min.

16 to 30 min.

**How long did you have to wait to receive service today?**

Less than 5 min.  31 to 60 min.

6 to 15 min.  Over 60 min.

16 to 30 min.

**Who prepared your taxes?**

Myself  IRS

Friend/relative  Other

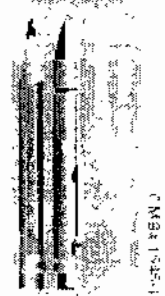
Paid tax professional

**What is your income?**

Under \$25,000  \$35,001-\$50,000

\$25,000-\$35,000  Over \$50,000

**SERIAL #**



U.S. DEPARTMENT OF THE TREASURY

**Please deposit questionaire in the box provided.**