

Customer Satisfaction Survey

Questions & Opening/Closing Scripts

“You have been selected to take a short survey about your call experience. The survey is anonymous and should take less than three minutes of your time. If you complete your call by listening to our recorded messages and do not speak to a customer service representative, please press the star key when you’ve finished to participate in the survey. Thank you.”

- 1.) First, we’d like to know what you think of the recorded information we provide.
 - a.) If we had the topic you were looking for and the recorded messages answered your question, press 1.
 - b.) If we had the topic but the recorded messages did not answer your question, press 2.
 - c.) If we did not have the topic you were looking for in our recorded messages, press 3.

- 2) Did you speak with a customer service representative?
 - a.) If Yes, press 1.
 - b.) If No, press 2.

- 3.) Do you believe the customer service representative answered your question or provided the information or referral you needed?
 - a.) If Yes, press 1.
 - b.) If No, press 2.

- 4.) Next, how would you rate the customer service representative, in terms of courteous and professional service? If you received:
 - a.) Excellent service, press 1.
 - b.) Average service, press 2.
 - c.) Poor service, press 3.

- 5.) Now, would you call us again to obtain government information?
 - a.) If yes, press 1.
 - b.) If no, press 2.

- 6.) Finally, how did you hear about our service? We’re going to give you 6 choices. If it was from the:
 - a.) Phone book or directory assistance, press 1.
 - b.) Referral by another government agency, press 2
 - c.) Television ad, press 3.
 - d.) Magazine or newspaper ad, press 4.
 - e.) Internet web site, press 5.
 - f.) and for all others, press 6.

To repeat the choices, press *.

If you would like to leave us any other comments, please press #.

Closing:

“Thank you for participating in our survey. Your answers and comments are very important for us and help to improve the quality and content of the information that we provide. When you need information about the Federal Government, we hope that you will call us again by dialing 1-800-FED INFO. Goodbye.”