

National Recreation Reservation Service Customer Satisfaction Survey 2007

Introduction

The National Recreation Reservation Service would like to hear your feedback about the service it provides you. This survey will only take a few moments of your time and is authorized under Office of Management and Budget Control Number 1505-0191.

Reason for contacting customer service

Q1. Why did you contact NRRS customer service?

1. Request a refund
2. To make an inquiry
3. About a billing/bank card issue
4. To document a complaint
5. About another issue

Customer service

Please answer the following questions that ask about your experience with customer service. Using the numbers on your telephone keypad for a scale from "1" to "9", where "1" means "poor" and "9" means "excellent" please rate the call center on the following. Press * to repeat this question.

- Q2. Convenience of customer service hours
- Q3. Ease of reaching customer service staff
- Q4. Courtesy and professionalism of customer service staff
- Q5. Communicating in a clear and understandable manner
- Q6. Knowledge of customer service staff
- Q7. Resolving your issue in an effective and timely manner
- Q8. Consistency of information provided
- Q9. Communicating status of your request

Reservation System

Q10. Did you make your initial reservation by phone?

1. Yes
2. No

(IF Q10 =1 ASK Q11 – Q19 ELSE SKIP TO Q20)
Now, think about your initial call to make a reservation

Q11. How did you learn about the reservation system? Press "1" for ... Press * to repeat this question.

1. Advertisement (magazine, poster, brochure)
2. Park/Field Staff
3. Internet or Internet Search Function (e.g. Google)
4. Friends or family
5. Phone Directory

6. Newspaper or other media report
7. Other

Again, thinking about your initial call to make the reservation. Please answer the following questions about the call center reservation center and staff. Use the numbers on your telephone keypad for a scale from "1" to "9", where "1" means "Strongly disagree" and "9" means "Strongly agree" please respond to the following statements. Press * to repeat this question.

- Q12. Convenience of reservation call center's hours
- Q13. Ease of reaching call center reservation staff
- Q14. Courtesy and professionalism of call center reservation staff
- Q15. Communicating in a clear and understandable manner
- Q16. Knowledge of call center reservation staff
- Q17. Resolving your issue in an effective and timely manner
- Q18. Consistency of information provided
- Q19. Communicating status of your request

ACSI Benchmark Questions

- Q20. Using a scale where "1" means "Very dissatisfied" and "9" means "Very satisfied," please rate your satisfaction with the service you received. Press * to repeat this question.
- Q21. Using a scale where "1" means "Falls short of expectations" and "9" means "Exceeds expectations," please rate the service you received. Press * to repeat this question.
- Q22. Now imagine an ideal reservation call center. How well did your experience compare with that ideal? "1" means "Not very close to the ideal," and "9", means "Very close to the ideal." Press * to repeat this question.

Closing

Thank you for taking the time to participate in this survey. NRRS values your feedback and will use it to improve its service to its customers.