

## Practitioner Priority Service Focus Group Screener's Guide

### BACKGROUND

The purpose of the Practitioner Priority Service (PPS) focus group is to gather information on well this service is meeting the practitioner's needs and to solicit input on what can be done to improve the service.

### RECRUITMENT GOAL

24 participants per session

### PARTICIPATION TARGET

12 per location

### LOCATIONS

Las Vegas, NV	New York, NY
San Diego, CA	Dallas, TX
Orlando, FL	Atlanta, GA

### SCRIPT

*Hi, my name is \_\_\_\_\_. I'm recruiting participants for the Practitioner Priority Service focus group. Your participation is voluntary and will not affect your status with the IRS in any way. Identifying information about you will not be shared with the IRS.*

*Have you ever contacted the Practitioner Priority Service for assistance with your clients' tax account issues?*

**If no:** *Thank you for your time, however we really need people who have contacted PPS to participate in the focus groups. Continue to enjoy the Tax Forum.*

**If yes:** *Great. Would you be interested in participating in an IRS focus group to determine how we can improve the Practitioner Priority Service?*

**If no:** *Thank you. Please enjoy the Tax Forum.*

**If yes:** *Thank you for participating. Provide participant with appointment card (be sure to inform participant of date and time.*

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We would like to invite you to participate in a focus group session titled "**Practitioners Priority Service Customer Satisfaction**" along with approximately 10 other tax practitioners. We want to hear your opinions, views and ideas. The session should take approximately one hour on \_\_\_\_\_(date) at \_\_\_\_\_am/pm in room\_\_\_\_\_.

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