

PACA Customer Service Survey-By phone

DATE_____

I am calling in reference to your (insert date call received) phone call to the toll-free PACA Customer Service Line. Your opinion and observations are very important to us, so I was wondering if you would please share your experience and expectations concerning the PACA Customer Service Line by answering 9 survey questions. This should take about 5 minutes. Your response will be kept private and there will be no identification of names to responses.

1. Was this the first time you have contacted PACA?

Yes No

2. Did you find the PACA Customer Service Line recording easy to use and follow?

Yes

No If no, what would you change to make the recording more user friendly?

Rating the following questions from Very satisfied to Very dissatisfied:

3. How satisfied were you with the staff's knowledge of the subject?

Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied

4. How satisfied were you with the staff's professionalism and courtesy?

Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied

5. How would you rate the staff's helpfulness?

Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied

6. Did the staff's information help you to resolve your dispute?

Yes

No If no, what could have been done differently to help resolve the dispute? _____

7. What was your overall impression of the PACA Customer Service line?

Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied

8. How comfortable would you be calling the PACA Customer Service Line again?

Comfortable Neutral Uncomfortable

9. Do you have any further comments or suggestions concerning the PACA Customer Service Line or other aspects of PACA Customer Service?

Each caller to the PACA Customer Service Line will be notified during the call that they may be contacted during the month of their call by a PACA Branch representative and asked to voluntarily participate in a short survey of nine questions or less, focusing on their PACA Customer Service Line experience. Every 10th caller will be contacted during the month of their call and asked to participate in a random, voluntary survey. The customer will be asked to answer the questions on the survey. The information obtained from the survey will be provided to Branch Chief, Assistant Branch Chief, Regional Directors, and Directors of the National License

Center and Dispute Resolution Section for continual monitoring of our services. THE SURVEY SHEET SHOULD BE ATTACHED TO THE GOOD DELIVERY CALL SHEET.

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0581-NEW. The time required to complete this information collection is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.