

National Recreation Reservation Service Customer Satisfaction Survey 2007

Introduction

The National Recreation Reservation Service or NRRS would like to hear your feedback about the Customer Support 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. Apart from making an on-line reservation or speaking to a reservation agent, our records indicate you contacted NRRS customer service either by calling 1-888-448-1474 or through our help page on recreation.gov. What was your reason for contacting customer service?

1. To request a refund
2. To change a reservation
3. To or ask a question
4. To ask about a billing or bank card issue
5. To document a complaint
6. About another issue
7. Did not contact NRRS Customer Service after making reservation

Customer service

Please answer the following questions that ask about your experience with NRRS customer service.

IVR: 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 Customer Service department on the following. Press * to repeat this question.

E-mail: Please rate the following items on a scale from "1" to "9", where "1" means "poor" and "9" means "excellent"

- 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

ACSI Benchmark Questions

- Q10. Using a scale where "1" means "Very dissatisfied" and "9" means "Very satisfied," please rate your overall satisfaction with NRRS Customer Service. IVR: Press * to repeat this question.
- Q11. Using a scale where "1" means "Falls short of expectations" and "9" means "Exceeds expectations," please rate NRRS Customer Service. IVR: Press * to repeat this question.

Q12. Now imagine an ideal Customer Service 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." IVR: 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.