

## **e-Help Desk Customer Satisfaction Survey Screener's Guide**

### **BACKGROUND**

Participants must have received service/assistance in the Preparer Services Room at the IRS Tax Forum.

### **RECRUITMENT GOAL**

The goal is for anyone who receives services in the Preparer Services Room to complete the survey. The survey is completely voluntary.

### **LOCATIONS**

Atlanta, GA	New York, NY
Chicago, IL	Las Vegas, NV
Orlando, FL	San Diego, CA

### **PRA STATEMENT & OMB CONTROL NUMBER ON COLLECTION INSTRUMENTS**

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB control number for this study is 1545-1432. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the:

Internal Revenue Service, Tax Products Coordinating Committee  
SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave, NW  
Washington, DC 20224

### **SCRIPT**

*Thank you for visiting the Preparer Services Room. I hope we have taken care of everything for you today. Would you mind completing a short survey on the services you received today?*

**If no:** *Thank you for visiting the Preparer Services Room and continue to enjoy the Tax Forum.*

**If yes:** *Great. It should take no more than seven minutes to complete. The information you provide will help us in determining how to improve the services in the Preparer Services room. Provide the participant with the survey.*