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| --- | --- |
| Your answers are voluntary, confidential, and anonymous. They will be used by Veterinary Services to evaluate and improve customer service.Please fold this survey and return it by mail (postage paid) or in person to the office you visited. | OMB APPROVED0579-0334EXP XX/XXXX |
| **UNITED STATES DEPARTMENT OF AGRICULTURE****ANIMAL AND PLANT HEALTH INSPECTION SERVICE****VETERINARY SERVICES** | **CUSTOMER SERVICE SURVEY** |
| **1. IN WHAT CAPACITY DID YOU CONTACT VETERINARY SERVICES?** |
| **[ ]** Pet Animal Import/Export Farm **[ ]** Animal Import/Export **[ ]** Product Import/Export**[ ]** Accredited Veterinarian **[ ]** Farm Animal Programs **[ ]** Other (*specify)* |
| **2. HOW SATISFIED WERE YOU WITH VETERINARY SERVICES IN THE FOLLOWING CATEGORIES?** |
| **COURTESY****[ ]** Satisfied **[ ]** Somewhat Satisfied **[ ]** Neither Satisfied nor Dissatisfied **[ ]** Somewhat Dissatisfied **[ ]** Dissatisfied |
| **PROFESSIONALISM****[ ]** Satisfied **[ ]** Somewhat Satisfied **[ ]** Neither Satisfied nor Dissatisfied **[ ]** Somewhat Dissatisfied **[ ]** Dissatisfied |
| **HELPFULNESS****[ ]** Satisfied **[ ]** Somewhat Satisfied **[ ]** Neither Satisfied nor Dissatisfied **[ ]** Somewhat Dissatisfied **[ ]** Dissatisfied |
| **TIMELINESS****[ ]** Satisfied **[ ]** Somewhat Satisfied **[ ]** Neither Satisfied nor Dissatisfied **[ ]** Somewhat Dissatisfied **[ ]** Dissatisfied |
| **KNOWLEDGE****[ ]** Satisfied **[ ]** Somewhat Satisfied **[ ]** Neither Satisfied nor Dissatisfied **[ ]** Somewhat Dissatisfied **[ ]** Dissatisfied |
| **COMMUNICATION****[ ]** Satisfied **[ ]** Somewhat Satisfied **[ ]** Neither Satisfied nor Dissatisfied **[ ]** Somewhat Dissatisfied **[ ]** Dissatisfied |
| **TREATING YOU AS A VALUED CUSTOMER****[ ]** Satisfied **[ ]** Somewhat Satisfied **[ ]** Neither Satisfied nor Dissatisfied **[ ]** Somewhat Dissatisfied **[ ]** Dissatisfied |
| **3. HOW SATISFIED OVERALL WERE YOU WITH YOUR EXPERIENCE IN OUR OFFICE?** |
| **[ ]** Satisfied **[ ]** Somewhat Satisfied **[ ]** Neither Satisfied nor Dissatisfied **[ ]** Somewhat Dissatisfied **[ ]** Dissatisfied |
| **4. WHAT WAS GOOD ABOUT OUR SERVICE?****5. WHAT COULD WE DO BETTER?** |
| **IF YOU WOULD LIKE A RESPONSE FROM VETERINARY SERVICES, PLEASE PROVIDE YOUR NAME AND PHONE NUMBER OR EMAIL.** |
| NAME: |
| PHONE NUMBER : EMAIL ADDRESS: |
| **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 0579-0334. The time required to complete this information collection is estimated to average .083 hours 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.** |

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**USDA, APHIS, Veterinary Services, Eastern Region**

**Employee Resources Team**

**920 Main Campus Drive, Suite 200**

**Raleigh, NC 27606,**

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