



DEPARTMENT OF THE TREASURY  
Alcohol & Tobacco Tax & Trade Bureau  
Scientific Services Division  
6000 Ammendale Road  
Beltsville, Maryland 20705

<b>TTB Laboratory Customer Satisfaction Survey</b>		Date: _____
<b>Customer (check one):</b> <input type="checkbox"/> TTB Field Ops <input type="checkbox"/> TTB HQ-Ops <input type="checkbox"/> Other Federal Agency <input type="checkbox"/> State / Local Govt. <input type="checkbox"/> Industry Member <input type="checkbox"/> Other: _____		
<b>Please identify the laboratory you are reviewing (check one):</b> <input type="checkbox"/> Beverage Alcohol Laboratory (BAL) <input type="checkbox"/> Compliance Laboratory (CL) <input type="checkbox"/> Nonbeverage Products Laboratory (NPL) <input type="checkbox"/> Tobacco Laboratory (TL) <input type="checkbox"/> Scientific Services Division, in general (SSD)		
<b>Type of Service Received (check at least one):</b> <input type="checkbox"/> Laboratory Analysis Report <input type="checkbox"/> Customer Support <input type="checkbox"/> Other: _____		
<b>Personal Service:</b> How would you rate our responsiveness? (1) <input type="checkbox"/> Outstanding    (2) <input type="checkbox"/> Very Good    (3) <input type="checkbox"/> Good    (4) <input type="checkbox"/> Fair    (5) <input type="checkbox"/> Poor <input type="checkbox"/> (N/A) How would you rate the lab's communication with you throughout the process? (1) <input type="checkbox"/> Outstanding    (2) <input type="checkbox"/> Very Good    (3) <input type="checkbox"/> Good    (4) <input type="checkbox"/> Fair    (5) <input type="checkbox"/> Poor <input type="checkbox"/> (N/A)		
<b>Service Standards:</b> How well did the TTB Laboratory meet your needs? (1) <input type="checkbox"/> Outstanding    (2) <input type="checkbox"/> Very Good    (3) <input type="checkbox"/> Good    (4) <input type="checkbox"/> Fair    (5) <input type="checkbox"/> Poor <input type="checkbox"/> (N/A) Please rate the contents and clarity of the results: (1) <input type="checkbox"/> Outstanding    (2) <input type="checkbox"/> Very Good    (3) <input type="checkbox"/> Good    (4) <input type="checkbox"/> Fair    (5) <input type="checkbox"/> Poor <input type="checkbox"/> (N/A) Rate your overall satisfaction with the TTB Laboratory: (1) <input type="checkbox"/> Outstanding    (2) <input type="checkbox"/> Very Good    (3) <input type="checkbox"/> Good    (4) <input type="checkbox"/> Fair    (5) <input type="checkbox"/> Poor <input type="checkbox"/> (N/A)		
Additional Comments or Concerns? Please add additional comments below, or send the TTB Laboratory an e-mail at <a href="mailto:laboratory@ttb.gov">laboratory@ttb.gov</a> .		
<b><i>Thank you for your assistance in improving our performance.</i></b>		

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