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

| *TTB Laboratory Customer Satisfaction Survey* | Date: _____ |

Customer (check one):

☐ **TTB Field Ops**   ☐ **TTB HQ-Ops**   ☐ **Other Federal Agency**   ☐ **State / Local Govt.**

☐ **Industry Member**   ☐ **Other: _____**

Please identify the laboratory you are reviewing (check one):

☐ **Beverage Alcohol Laboratory (BAL)**

☐ **Compliance Laboratory (CL)**

☐ **Nonbeverage Products Laboratory (NPL)**

☐ **Tobacco Laboratory (TL)**

☐ **Scientific Services Division, in general (SSD)**

Type of Service Received (check at least one):

☐ **Laboratory Analysis Report**   ☐ **Customer Support**   ☐ **Other: _____**

Personal Service:

How would you rate our responsiveness?

(1) ☐ **Outstanding**   (2) ☐ **Very Good**   (3) ☐ **Good**   (4) ☐ **Fair**   (5) ☐ **Poor**   ☐ **(N/A)**

How would you rate the lab's communication with you throughout the process?

(1) ☐ **Outstanding**   (2) ☐ **Very Good**   (3) ☐ **Good**   (4) ☐ **Fair**   (5) ☐ **Poor**   ☐ **(N/A)**

Service Standards:

How well did the TTB Laboratory meet your needs?

(1) ☐ **Outstanding**   (2) ☐ **Very Good**   (3) ☐ **Good**   (4) ☐ **Fair**   (5) ☐ **Poor**   ☐ **(N/A)**

Please rate the contents and clarity of the results:

(1) ☐ **Outstanding**   (2) ☐ **Very Good**   (3) ☐ **Good**   (4) ☐ **Fair**   (5) ☐ **Poor**   ☐ **(N/A)**

Rate your overall satisfaction with the TTB Laboratory:

(1) ☐ **Outstanding**   (2) ☐ **Very Good**   (3) ☐ **Good**   (4) ☐ **Fair**   (5) ☐ **Poor**   ☐ **(N/A)**

Additional Comments or Concerns? Please add additional comments below, or send the TTB Laboratory an e-mail at laboratory@ttb.gov.

Thank you for your assistance in improving our performance.