*Script Instructions to the Taxpayer by the TAC Employee*

The Individual Tax Advisory Specialist (ITAS) or Initial Assistance Representative (IAR) will offer each taxpayer who is provided assistance at a Taxpayer Assistance Center (TAC) office a Customer Satisfaction Survey (CSS) card on the designated day(s) of the month for their TAC as shown on their CSS Sampling Plan Calendar located on SharePoint. The employee should advise the taxpayer that:

*“Please complete the Customer Satisfaction Survey Card;*

* *Completion of the card is voluntary.*
* *Your feedback is used to improve our customer service.*
* *The card should not be folded.*
* *The completed card should be placed in the survey card drop box (indicate location).”*

(Or, when appropriate, the TAC employee can accept the card and place it into the drop box.)

For Virtual Service Delivery (VSD) sites when the VSD Assistor is offering the survey card, the VSD Assistor will provide instructions to the taxpayer that:

* *The survey card should be located near the monitor.*
* *Place the completed survey card in the survey card drop box located near the VSD monitor.*

On days of the month when the card is not being offered,

* If a taxpayer questions why they are not offered a survey card, the employee should advise the taxpayer that: *the survey is being offered to taxpayers through a random sample.*
* If a taxpayer requests the card to provide feedback, the card should be provided to the taxpayer.

For unstaffed and partner VSD sites, the VSD site Point of Contact (POC) will maintain an ample supply of survey cards near the VSD monitor. Although the cards will be on the desk every day, VSD Assistors will follow the procedures with offering the survey cards only on the designated day(s) of the month.



