

Customer Questionnaire Customer Service Center (CSC & FOC)

When the QA Monitor contacts the customer, he would use the following script:

Good morning/afternoon, my name is _____. I'm calling from the US Small Business Administration Disaster Assistance Customer Service Center. Our records show that you (or a member of your family) recently spoke with a representative of the SBA regarding disaster assistance. Would you (or that person) be available to participate in a short customer satisfaction survey regarding the service provided? Your responses are voluntary; however, your opinion would help us evaluate whether we are meeting the needs of the public. You also do not have to respond if this survey is not approved by the U.S. Office of Management and Budget (OMB). The OMB approval # for this survey is 3245-0370, and it expires on XX/XX/XXXX.

If No:

Thank you anyway, and please don't hesitate to call us again if you have any questions or concerns. Goodbye. (Wait for the customer to hang up)

If Yes:

Thank you. We have just 8 questions, and will not take longer than 5 minutes... (Pause for a second and then ask the first question).

	Answer Weight	Answer Type
1. Was your call answered promptly? <i>(For FOC: Once you arrived at the SBA table, were you assisted promptly by an SBA representative?)</i>	1.0	Y/N
<i>Using a scale of 1 - 5, with 5 being the highest, please rate the agent in the following areas:</i>	1.0	1-5
2. Was the SBA Representative courteous and professional?		
3. Did the SBA Representative display concern and sympathy for your situation?	1.0	1-5
4. Was the SBA Representative able to answer your questions to your satisfaction?	1.0	1-5
5. Did the SBA Representative appear knowledgeable about the subject matter?	1.0	1-5
6. Based on your call, please rate your overall experience with the Customer Service Center. <i>(For FOC: Based on your visit, please rate your overall experience with the SBA staff at the center.)</i>	1.0	1-5
<i>Two open ended question giving the respondent an opportunity to provide comments:</i>		
7. Based on your experience with the SBA, do you have any suggestions for making the process easier?	Not rated	N/A
8. Is there anything else I can assist you with? <i>(If necessary, the Survey administrator will assist the customer)</i>		