

## CUSTOMER SATISFACTION SURVEY

PLEASE HELP US TO SERVE YOU BETTER BY TAKING A COUPLE OF MINUTES TO COMPLETE THE FOLLOWING SURVEY. Please circle one.

In evaluating your recent visit to the Lower Makefield Township Building/Zoning Department, how would you rate your most recent customer service experience?

- Superior
- Good
- Acceptable
- Somewhat Unsatisfactory
- Very Poor

How would you describe the assistance you received from the Staff?

- Superior
- Good
- Acceptable
- Somewhat Unsatisfactory
- Very Poor

The process of getting your problem resolved or permit approved was:

- Superior
- Good
- Acceptable
- Somewhat Unsatisfactory
- Very Poor

All of your questions were answered by the staff to your satisfaction.

- Strongly Disagree
- Somewhat Disagree
- Neutral
- Somewhat Agree
- Strongly Agree

Please describe if there was any particular aspect of the service experience that stood out:

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Customer Service Representative:

The customer service representative was very courteous.

- Strongly Disagree
- Somewhat Disagree
- Neutral
- Somewhat Agree
- Strongly Agree

Which of the following qualities of the service representative stood out (as being superior)?

- Patient
- Listened carefully
- Friendly
- Responsive
- Other
- No qualities stood out

Which of the following qualities of the service representative irked you?

- Not patient
- Unfriendly
- Did not listen carefully
- Indifferent
- Other
- No qualities irked me

Please circle one:            Owner/Resident            Contractor

Please state the reason for your visit:

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THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS SURVEY. PLEASE SEND TO:

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