

## INTERNAL CUSTOMER SATISFACTION SURVEY

**Instructions to Rater:** For the period covered, please rate each of the departments and/or work groups on all three service level factors on a scale from 0–8. Rate “0” only if you have had no interaction with that specific group during the current rating period. You will be receiving feedback on all of the participants' ratings within 48 hours from the submission deadline for this period. Thank you for helping in our mutual efforts to serve each other better.

Period Covered \_\_\_\_\_  
 Week Ending: \_\_\_\_\_

Service Level Factor Rating	Reporting Departments/Groups								
	A	B	C	D	E	F	G	H	I
1. Helpful									
2. Responsive									
3. Respectful									
Overall Average									

### Please use the following scale for your ratings

1–2: Consistently fails to reach my expectations in this area.

3–4: Meets some of my expectations in this area.

5–6: Meets a majority of my expectations in this area.

7–8: Exceeds my expectations in this area.

### Service Level Factor Definitions

Helpful – Resolved issue or problem or made valuable progress.

Responsive – Quick to acknowledge request or return communication.

Respectful – Shows sincere interest and cooperation.