



City of Monroe, Louisiana
MAYOR - COUNCIL GOVERNMENT

UTILITY OPERATIONS DIVISION
DEPARTMENT OF ADMINISTRATION
P.O. Box 123
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UTILITY OPERATIONS DIVISION
(318)329-2312
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CUSTOMER SATISFACTION SURVEY

We want to be sure that you are satisfied with the customer service given at the City Hall Annex building. Please complete this survey to rate your experience with us. Your feedback will be used to improve our service.

1. In your most recent customer service experience, how did you contact the representative?
 - In Person
 - By Telephone
2. What form of City business were you taking care of?
 - Water Bill
 - Occupation License
 - Property Tax
 - Sales Tax
3. About how long did you have to wait before speaking to a representative?
 - I was taken care of immediately
 - Within 3 minutes
 - 3-5 minutes
 - 5-10 minutes
 - More than 10 minutes
4. The customer service representative handled my call or office visit quickly. Do you agree or disagree?
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
5. The customer service representative was very knowledgeable. Do you agree or disagree?
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree

6. What would best describe what happened?
- Quickly solved the problem
 - Kept me waiting on hold
 - Had to explain the situation several times
 - Couldn't solve the problem and had to ask others for assistance
 - Gave unclear answers
 - Other _____

7. How well does each of the following words describe the customer service representative?

	Very Well			Not at All	
	1	2	3	4	5
Patient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enthusiastic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listened carefully	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. How would you rate your overall experience with the customer service representative?

- Very dissatisfied
- Dissatisfied
- Okay but can be better
- Satisfied
- Very satisfied

9. How was the process for getting your problem resolved?

- Very poor
- Poor
- Average
- Good
- Very good

10. What suggestion (s) could you offer to better improve the customer's experience in handling business at the City Hall Annex (Taxation & Revenue/Utility Operations Divisions)?

Thank you for completing this survey. If you have any further comments or suggestions, please e-mail us at **Customer.Service@ci.monroe.la.us**.