



King George County
 Department of Community Development
 J. Bradley Hudson, CBO,
 Director, Building Official
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Customer Satisfaction Survey

As a public service department, our mission is to provide quality customer service. In an effort to improve our service, please rate the assistance you received today and offer suggestions that might help us serve you and the community better.

Date of Service (mm/dd/yyyy) : _____				
Please check one of the following: I am a . . . <input type="checkbox"/> Customer receiving services <input type="checkbox"/> Contractor <input type="checkbox"/> Other _____		Please check one of the following: I met with . . . <input type="checkbox"/> Director of Community Development <input type="checkbox"/> Staff Member (name) _____ <input type="checkbox"/> Other _____		
Please place a check in the box that best defines your opinion:				
	Yes	No		
1. Did you receive prompt service?				
2. Were you treated courteously and respectfully?				
3. Were processes/requirements explained clearly?				
4. Did you leave with the assistance you requested?				
	Excellent	Good	Fair	Poor
5. How would you rate your overall experience?				
6. How satisfied were you with the overall quality of the response to your question or problem?				
7. How satisfied were you with how quickly King George County handled your request?				
	Yes	No		
8. Would you like someone to contact you regarding your experience?				
9. How may we contact you? Name _____ Phone _____ Address _____				

Additional Comments or Suggestions: