

CUSTOMER SURVEY

***“IT IS OUR MISSION TO PROVIDE HIGH QUALITY SERVICES
AND PROMOTE A SAFE COMMUNITY FOR ALL PEOPLE IN WINNEBAGO COUNTY”.***

These questions are designed to evaluate our customer service so that we may better assist you in the future.
Thank you for taking the time to answer our survey.

Date of Visit _____ Name of Office or Department: Supervisor of Assessments

IN-OFFICE EXPERIENCE:

1. Were you waited on in a prompt manner?
____ Much better than expected ____ About as expected ____ Unsatisfactory
2. Were our employees courteous to you?
____ Much better than expected ____ About as expected ____ Unsatisfactory
3. Did you receive the information and/or service you required?
____ Much better than expected ____ About as expected ____ Unsatisfactory
4. Please tell us why you rated our service either satisfactory or unsatisfactory. _____

TELEPHONE EXPERIENCE:

5. Have you had occasion to contact this office by telephone? ____ Yes ____ No
If you answered yes to Question 5, please answer Questions 6--8.
6. Were our employees courteous to you over the telephone?
____ Much better than expected ____ About as expected ____ Unsatisfactory
7. Did you receive the information and/or service you required?
____ Much better than expected ____ About as expected ____ Unsatisfactory
8. Please tell us why you rated our telephone service either satisfactory or unsatisfactory. _____

ADDITIONAL COMMENTS:

9. How can we improve our service to you the customer? _____

10. Would you be interested in (check the applicable lines):
____ The Official of this Department speaking to a particular club or organization
____ Specific information regarding (please fill in) _____
11. If you would like a personal reply or have requested information, please provide the following information:
Name _____
Street Address _____
City, State, Zip Code _____
Telephone Number (____) _____ Email Address _____
Area Code



Frank Haney, Chairman
Winnebago County Board
Thomas J. Walsh
Winnebago County Supervisor of Assessments

Please return the completed survey to:
Winnebago County
Supervisor of Assessments Office
404 Elm Street, Room 301
Rockford, IL 61101
assessor.wincoil.us