

CUSTOMER SURVEY

Our Mission: Serve Taxpayers, Townships Assessors and the Board of Review in a professional, helpful, and friendly manner while ensuring the timely and accurate processing of assessment, exemptions and tax maps.

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: _____

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? _____

Please provide the following information(optional):

Name _____

Street Address _____

City, State, Zip Code _____

Telephone Number (_____) _____ Email Address _____

I would like someone to follow up with me regarding my experience.



Winnebago County Supervisor of Assessments
Thomas R. Hodges

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