

**We strive to provide *exemplary* customer service!**



## How are we doing?

What department did you visit? \_\_\_\_\_

What was the reason for your visit? \_\_\_\_\_

Please rate your experience with the questions below on a scale of 1 to 5, with 1 being poor and 5 being excellent (please circle one):

Were you assisted in a timely manner? 1 2 3 4 5

Was the person who assisted you knowledgeable? 1 2 3 4 5

Did you accomplish what you came for? 1 2 3 4 5

Was the person you spoke with professional/courteous? 1 2 3 4 5

Did you leave with a clearer understanding? 1 2 3 4 5

Any comments or suggestions on how we can enhance customer service?

\_\_\_\_\_  
\_\_\_\_\_

**OPTIONAL** - About You (so we can address any comments or concerns)

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_

May we add you to our electronic mailing list that offers community updates?

Yes  No

You may give this card to any employee, drop it in the white mail box in the Town Hall parking lot, return via US mail, or complete electronically at [www.franklin.ma.us](http://www.franklin.ma.us).  
(note: this can be accessed from the main home page)