



St. Mary's County  
 Department of Land Use and Growth Management  
**Customer Assistance Guide**

**50**

## Customer Service Questionnaire

We would appreciate it if you would take a few minutes to tell us how we performed during your visit. It will help us do a better job serving the public. If you would prefer, please feel free to contact Denis Canavan, Director of the Department of Land Use and Growth Management (301 475-4200 Ext. 1503). Thanks.

**WHAT WAS THE PURPOSE OF YOUR VISIT?**

Scheduled appointment \_\_\_\_\_ Building permit \_\_\_\_\_ Information \_\_\_\_\_ Other (specify) \_\_\_\_\_

**PLEASE EVALUATE YOUR VISIT BY RATING YOUR EXPERIENCE:**

	<u>Excellent</u>	<u>Good</u>	<u>Satisfactory</u>	<u>Fair</u>	<u>Poor</u>
1. Courtesy and professionalism of office staff	_____	_____	_____	_____	_____
2. Knowledge and helpfulness of staff	_____	_____	_____	_____	_____
3. Explanation of policies, rules, regulations	_____	_____	_____	_____	_____
4. Willingness to explore options to solve problems	_____	_____	_____	_____	_____
5. Response to phone inquiry or complaint	_____	_____	_____	_____	_____
6. Willingness to correct mistakes, if necessary	_____	_____	_____	_____	_____
7. Attention, interest and enthusiasm of staff	_____	_____	_____	_____	_____
8. Office appearance, arrangement and facilities	_____	_____	_____	_____	_____

**PLEASE ANSWER THE FOLLOWING QUESTIONS FOR US:**

- 9. How long did you wait before receiving assistance? \_\_\_\_\_
- 10. Would you prefer an appointment system for obtaining permits? \_\_\_\_\_
- 11. Are you familiar with our Customer Assistance Guides? \_\_\_\_\_
- 12. If "yes" to #11, did you find the Guides useful? \_\_\_\_\_

Feel free to make additional remarks \_\_\_\_\_