

Customer Friendliness Telephone Survey

The ten questions below offer examples of the questions a volunteer driver program might build on for evaluating the customer friendliness of its staff.

1. I have never been left "on hold" and forgotten before talking with program staff.
 Agree Don't know Disagree
2. I talked with staff on the telephone before I received my application for the program.
 Agree Don't know Disagree
3. Staff called me after I received my application and offered to answer questions about the program or help fill out the form.
 Agree Don't know Disagree
4. Staff called me after I was approved to be in the program and talked with me more about the program and also about how to get a volunteer driver.
 Agree Don't know Disagree
5. I feel that people who work for the program are really concerned about me as an individual.
 Agree Don't know Disagree
6. When I call the program, I have either spoken with a staff person immediately, or I received a call back within 24 hours.
 Agree Don't know Disagree
7. Program staff always return my phone calls if requested to do so.
 Agree Don't know Disagree
8. Program staff have always fully answered questions that I have asked them.
 Agree Don't know Disagree
9. I do not hesitate to call program staff if I have any questions.
 Agree Don't know Disagree
10. When I call, I feel that program staff are happy to receive my call.
 Agree Don't know Disagree