

What You Think is Important to Us!

The Affirmative Action and Contract Compliance Division is committed to providing outstanding customer service to our customers. To meet this commitment, we need your help. We need to know what you think about our past efforts. Please take a few moments to fill out the Customer Satisfaction Survey on the next page. If you rate any category less than strong, please provide specific comments. Your input will help us to enhance our service delivery and exceed your expectations.



Velma Laws, Director
Mayor's Office, Affirmative Action and Contract Compliance Division

Upon completion of the Customer Satisfaction Survey, you may fax it to us at 713.837.9055 or you may mail it to us at:

Affirmative Action Division
City of Houston
P.O. Box 1562
Houston, TX 77251-1562

If you prefer to e-mail the survey to us, our e-mail address is:
AffirmativeAction@cityofhouston.net.



**CITY OF HOUSTON
AFFIRMATIVE ACTION AND CONTRACT COMPLIANCE DIVISION
CUSTOMER SATISFACTION SURVEY**

ARE YOU:

- City of Houston Employee Business Owner Government Representative
 Community Representative Other

CUSTOMER SERVICE:

EXCELLENT

STRONG

NEEDS IMPROVEMENT

How would you rate:

- | | | | |
|---|--------------------------|--------------------------|--------------------------|
| a. the manner in which you were greeted | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. the promptness in which your concerns were addressed | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. the efforts of our staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Reason for rating (optional): | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
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WORKSHOPS/SEMINARS:

How would you rate:

- | | | | |
|--|--------------------------|--------------------------|--------------------------|
| a. the importance of this topic to your business | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. the presenter's knowledge of subject matter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. the information and/or materials | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Reason for rating (optional): | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
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FIELD AUDITS: (if applicable)

How would you rate the staff member's:

- | | | | |
|-------------------------------|--------------------------|--------------------------|--------------------------|
| a. knowledge of the process | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. professional manner | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Reason for rating (optional): | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
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FACILITY:

- 611 Walker Other _____

How would you rate:

- | | | | |
|--|--------------------------|--------------------------|--------------------------|
| a. the location | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. the parking | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. the accommodations (lighting, seating, sound, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Reason for rating (optional): | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
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ADDITIONAL COMMENTS:
