



## SURVEY QUESTIONNAIRE FOR CALL CENTER

Dear Taxpayer, kindly fill out this form and click on the "SUBMIT" button below. Thank You Kindly

Date of call

Time of Call:

Name of Surveyor:

Telephone Number of Surveyor:

### Questions

Did the employee answer the phone within 2-3 rings?	Yes	No
Did the employee ask for your name?	Yes	No
Did the employee supply his/her name and name of the location?	Yes	No
Did the employee answer in a friendly voice?	Yes	No
If you were placed on hold, were you asked to hold?	Yes	No
Did the person you were transferred to answer your call?	Yes	No
Did the employee confirm your request?	Yes	No
Were you provided with information relevant to the information or service(s) you asked about?	Yes	No
Did the employee thank you for calling?	Yes	No

Please comment on your overall experience/observation and let us know how we could serve you better

Thank you most sincerely for your comments; we look forward to serving you better.



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