

AUXILIARY ENTERPRISES  
DEPARTMENT OF MAIL SERVICES  
Customer Satisfaction Survey

Date \_\_\_\_\_

For each item below, check the box that best represents your satisfaction with Mail Services during the past 3 months. Thank you!

	Very Satisfied	Satisfied	Dis-satisfied	Very dis-satisfied	Not applicable
Promptness in answering your telephone calls					
Promptness in returning your messages					
Courtesy of Mail Services employees					
Helpfulness of Mail Services employees					
Timely pick-up of your mail.					
Timely delivery of your mail					
Accurate delivery of your mail					
Resolution of your complaints					
Your overall satisfaction with Mail Service					

**Additional Comments:**

Name: \_\_\_\_\_

Bldg/Rm# \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Department \_\_\_\_\_