

**Customer Service Survey
City of Johnson City
Employee Survey**

In your role as a City Employee, please answer these questions:

- 1 How many years have you worked for Johnson City? _____ yrs
- 2 How long have you been in your current position? _____ yrs
- 3 Do you interact with employees in other City Departments? Yes No
- 4 In your opinion, how well do City Departments work together? Excellent Good Average Fair Poor Don't Know
- 5 What is your impression of the employees in other City Departments?
- | <i>Check one answer for each item:</i> | Excellent | Good | Average | Fair | Poor | Don't Know |
|--|-----------|------|---------|------|------|------------|
| a. Friendliness/Courtesy | 1 | 2 | 3 | 4 | 5 | 6 |
| b. Knowledge | 1 | 2 | 3 | 4 | 5 | 6 |
| c. Responsiveness | 1 | 2 | 3 | 4 | 5 | 6 |
| e. Overall impression | 1 | 2 | 3 | 4 | 5 | 6 |
- 6 I think the quality of the work environment in the City is: 1 2 3 4 5 6
- 7 I think the overall customer service level in the City is: 1 2 3 4 5 6
- 8 Do you think a customer service policy for all employees would be beneficial? Yes No
- 9 Are the following items important in providing excellent customer service to citizens?
- | | | |
|-----------------------------------|------------------------------|-----------------------------|
| a. Employee's personal appearance | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b. Work area appearance | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c. Vehicle appearance | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
- Why or why not?*
- _____
- _____
- _____
- 10 Do you return telephone calls and e-mails within twenty-four hours? True False
- 11 At all times, everywhere I go, I represent the City of Johnson City. True False
- 12 What do you think of when you hear the term "excellent" customer service? (What do you expect when you walk through the door or a telephone call is answered?)
- _____
- _____
- _____
- _____
- 13 Is there a City Department that stands out in your opinion in providing excellent customer service? _____
If yes, give an example? _____
- _____
- 14 What kind of training would help you provide excellent customer service to the citizens of Johnson City?
- _____
- _____
- _____
- _____
- 15 Do you have any additional comments that may be helpful for this project?
- _____
- _____
- _____
- _____