

Customer Service Survey

Welcome to the Lexington County Auditors Office. ***Our goal*** is to provide each citizen with quality, efficient and friendly service so that you can get the information you need and return to your jobs or families as soon as possible. The following survey is designed to help us not only be held accountable to that goal but also listen to your ideas on how we can improve.

Date of Visit/ Phone Call

What service did we provide to you? What was the nature of your visit?

Please Explain:

Was the amount of time you had to wait before speaking to a member of our staff acceptable?

Yes No

Approximately, how long was your wait time?

5-10 minutes 15-25 minutes 30 minutes-Hr

Was our staff knowledgeable and able to provide you the information you needed?

Yes No

Please Explain:

Was our staff courteous and friendly?

Yes No

Please Explain:

Was our staff sincere and concerned about meeting your needs?

Yes No

Please explain

Did our staff member give you their name?

Yes No

If yes, who assisted you?

On a Scale of 1-10 with ten being the highest and one the least, how would you rate your over-all experience with the Auditors Office?

1 2 3 4 5 6 7 8 9 10

What could we do to better serve you?

Name

Address

(Optional)

City

State

Zip Code

Thank you for taking the time to complete this survey. If there is anything I can do for you or if you would like to discuss the contents of this survey in person please feel free to contact me directly.

Sincerely,

Chris Harmon

Lexington County Auditor

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