



Grove City Parks and Recreation

Customer Service Evaluation



Please help us provide the best customer service possible by completing and returning at your earliest convenience.

Office Location (optional): _____

Staff Member's Name (optional): _____

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1. The Grove City Parks and Recreation staff member I interacted with:					
Was courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrated strong communication skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provided accurate information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Referred me to the appropriate contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was knowledgeable about the department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The registration process was simple and convenient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The office was clean and professional in appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Where did you hear about the program for which you registered? _____					
5. The Parks and Recreation Department offers the following benefits (please check all that apply):					
_____ Safe environments				_____ Contributes to a healthy lifestyle	
_____ Positive youth engagement				_____ Increased quality family time	
_____ Attracts new resident housing and business growth				_____ Other: _____	
6. Which is the best way for your household to receive information about any program, service and/or facility available through the Parks and Recreation Department (please rank your preferences, with 1 as your most preferred method of communication and 8 your least preferred)?					
_____ Newspaper				_____ Word of mouth	
_____ Posters and flyers				_____ Direct e-mail	
_____ "The Source"				_____ City entrance signage	
_____ City website				_____ Other: _____	
7. If you would like to receive Grove City's free e-newsletter, please provide your e-mail (optional):					

8. If you would like a staff person to contact you, please provide your name and phone number (optional):					
Name: _____ Phone: _____					

Additional comments: