

CUSTOMER FEEDBACK SURVEY

OVERVIEW

[INSERT CITY]'s Solid Waste Program provides a modern way of recycling garbage and other waste products in the entire community of [INSERT CITY]. This customer feedback survey is intended to all single-family homes, apartments, condominiums, and business establishments within the city. This survey is given to all customers whose names are listed as part of the city's solid waste program.

PURPOSE

The main purpose of this survey is to ask for feedback from customers of the solid waste program. In addition, the management of the solid waste program will be conducting this survey every [SPECIFY NUMBER OF YEARS] years.

We highly appreciate your response and feedback for this survey. This is very important to us. The survey result will help us determine key areas of strength and areas that need improvement.

INSTRUCTIONS

- Unless stated otherwise, when answering please provide only one answer per question.
- Only use black-colored ball-point pen when answering the survey.
- There is a stamped envelope provided with every survey. Please completely fold once you are done and place it inside the envelope, seal it, and send it to [INSERT MAILING ADDRESS].
- In the event that you lost the envelope, you may get another one at [INSERT LOCATION] and send it to the same address mentioned above.
- In case you have further questions, you may contact [INSERT COMPLETE NAME] at [INSERT CONTACT NUMBER], or sent an email at [INSERT EMAIL ADDRESS].
- All answers given by our customers will remain anonymous.
- We ask our customers to complete answering the survey and return it on or before [INSERT COMPLETE DATE].

CUSTOMER SERVICE FEEDBACK

- In the past, rate how many times you called customer service at [INSERT CITY]'s Solid Waste Program?

Haven't tried calling _____	1-2 times _____	2-3 times _____	3-4 times _____	More than 4 times _____
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- Below is a ranking scale of 1 - 5. This will determine how satisfied you are with our customer service. If you are not sure or the choices are not applicable, please leave it blank.

	Very Good	Somewhat Good	Good	Satisfactory	Poor
	5	4	3	2	1
Staff of [INSERT CITY] Solid Waste Program are always polite and friendly.					
All staff and management have the ability to answer questions and resolve issues in a timely manner.					
All staff and management of [INSERT CITY] Solid Waste Program are helpful and polite.					
THEY ARE VERY RESPONSIVE					

AND HAVE EXCELLENT CUSTOMER SERVICE THROUGH EMAIL.					
THEY ARE VERY RESPONSIVE AND HAVE EXCELLENT CUSTOMER SERVICE THROUGH EVERY PHONE CALL.					
THE HOTLINE NUMBER IS ALWAYS ACTIVE.					
CUSTOMERS ARE ALWAYS BEING HANDLED ACCORDINGLY.					
CUSTOMER SERVICE REPRESENTATIV ES ARE ALWAYS AVAILABLE 24 HRS. 7 DAYS A WEEK.					
OVERALL SATISFACTION WITH OUR CUSTOMER SERVICE.					

CUSTOMER SERVICE COLLECTION

- Below is a collection of customer service you received from us, particularly our waste pickup and disposal service. Please rate according to your experience.

Poor _____	Needs Improvement _____	Satisfactory _____	Highly Satisfactory _____
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- In the past year, if you have contacted our management for pickup services (whether for waste disposal or pickup of heavy items), please rate if the service performed met your expectations?

Poor _____	Needs Improvement _____	Satisfactory _____	Highly Satisfactory _____
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- Below is a ranking scale of 1 - 5. This will determine how satisfied you are with our collection services. If you are not sure or the choices are not applicable, please leave it blank.

	Very Good	Somewhat Good	Good	Satisfactory	Poor
	5	4	3	2	1
The Waste Disposal Management's driver is friendly and is always on time.					
The Waste Disposal Management's driver drives safely all the time.					
Right after					

every waste collection, service area is left clean at all times.					
Every trash bin and garbage carts are always put back in their original places accordingly.					
Every yard waste container is always put back in its original place.					

Should you need further assistance or have further questions, feel free to contact our Head Department and look for [INSERT COMPLETE NAME] at [INSERT CONTACT NUMBER], or send an email at [INSERT EMAIL ADDRESS]. The Waste Disposal Team, look forward to serving you even better!

[INSERT NAME OF MANAGEMENT]

[INSERT DATE]