

Victoria County Clerk's Office  
**Customer Service Evaluation Survey**

Thank you for taking the time to provide feedback to us regarding services provided by the Victoria County Clerk's Office. Your feedback is valuable and will help us in our quest to provide quality services to our customers.

Please complete the following questionnaire. If any item below is rated less than satisfactory, your comments will help us to improve. The survey is composed of seven (7) questions that are single-choice items and three (3) comments questions.

1. Enter Individual Name (Optional)

Select Occupation from list below

2. Enter Business Name (Optional)

3. Select type of service your business provides from list below

4. Effectiveness of staff providing the service.

☐ Exceptional Quality   ☐ Average   ☐ Below Expectations   ☐ N/A

5. Service provided met your needs.

☐ Exceptional Quality   ☐ Average   ☐ Below Expectations   ☐ N/A

6. Quality of Service.

☐ Exceptional Quality   ☐ Average   ☐ Below Expectations   ☐ N/A

7. Maintained professional courtesy while providing services.

☐ Exceptional Quality   ☐ Average   ☐ Below Expectations   ☐ N/A

8. What do you consider the most valuable part of the service provided?

9. How could this service be improved?

10. Is there a staff person you would like to commend?