

ATTACHMENT D

Janitorial Service Performance Customer Satisfaction Survey

Date: _____

_____ (Contractor Name) is submitting a proposal on a Federal Aviation Administration solicitation and provided your name as a customer reference. Part of our evaluation process requires information on the firm's past performance. Your input is important to us and responses are required by _____ (date & time) for inclusion of this evaluation. Your assistance is greatly appreciated.

Please rate you current level of satisfaction with our overall service performance:

_____ Excellent (5) _____ Very Good (4) _____ Good (3) _____ Needs Improvement (2)
_____ Unacceptable (1)

Comments: _____

How quickly do we respond to your needs, requests, or complaints?

_____ Excellent (5) _____ Very Good (4) _____ Good (3) _____ Needs Improvement (2)
_____ Unacceptable (1)

Comments: _____

How would you rate the problem solving capabilities and follow-up of our Operations Management?

_____ Excellent (5) _____ Very Good (4) _____ Good (3) _____ Needs Improvement (2)
_____ Unacceptable (1)

Comments: _____

How would you rate the performance of our on-site employees providing janitorial services for your facility?

_____ Excellent (5) _____ Very Good (4) _____ Good (3) _____ Needs Improvement (2)
_____ Unacceptable (1)

Comments: _____

Your overall satisfaction in the following areas (please mark the appropriate rating with an “X”).

	Excellent (5)	Very Good (4)	Good (3)	Needs Improvement (2)	Unacceptable (1)	Not applicable
Offices	_____	_____	_____	_____	_____	_____
Conference Room	_____	_____	_____	_____	_____	_____
Lobby/Entrance/Corridors	_____	_____	_____	_____	_____	_____
Restrooms/Locker Rooms	_____	_____	_____	_____	_____	_____
Medical/Physical Fitness	_____	_____	_____	_____	_____	_____
Cafeterias/Break Rooms	_____	_____	_____	_____	_____	_____
Tower Cabs	_____	_____	_____	_____	_____	_____

Organization Name:_____ Date:_____

Contact:_____

Phone #:_____

Thank you for completing this survey.

**THIS FORM IS TO BE COMPLETED BY THE CUSTOMER REFERENCE AND EITHER EMAILED
OR FAXED DIRECTLY TO:
Karen.CTR.Mclvor@faa.gov
OR FAX: 425-227-1156**