



## **CUSTOMER SATISFACTION SURVEY**

**Facility:** 264 DOE Oak Ridge Federal Complex

**Manager:** Kent Freels

**Date:** 11/17/08

We are taking a survey to measure our performance for the vending service at DOE. This information will help us provide the very best service to you. To complete the survey, please do the following:

1. **Tab through the boxes and press the “X” key to fill in the box of your choice. There is space for your comments at the end of the survey.**
2. **“Save” the completed survey**
3. **Attach the saved document in an email to [barbara.badger@state.tn.us](mailto:barbara.badger@state.tn.us)**

**If you prefer, you may fax the completed survey to 865-594-5827.**

**We ask that all surveys be completed and returned by Friday, December 19, 2008.**

**Thanks for your input!**

### **VENDING**

	Poor	Good	Excellent
1. Cleanliness of vending machines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Machines well stocked and merchandise attractively displayed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Products are fresh and of good quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Machines accept and return money properly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Refunds and exchanges handled efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Complaints are handled promptly and professionally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Personnel servicing machines provide quality customer service and are courteous and professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Personnel are well groomed and clean in appearance

9. Overall cleanliness of vending area

10. Overall rating for vending service

**Please use the following space to add any comments about the vending service.**