

Prairie View A&M University
Central Utilities Department

Customer Satisfaction Survey

Service Mechanic

Work Order #:

To Our Valued Customer:

It is HVAC controls department decree to continually exceed your expectations and to meet the goals and objectives of your facility. With this in mind, we have implemented this satisfaction survey so that you have an opportunity to express your praises and concerns.

Rating Scale: 1 = Extremely Dissatisfied ----- 5 Extremely Satisfied

How was our response time?

- 1 2 3 4 5

Was the service agent courteous?

- 1 2 3 4 5

Did we take care of your problem?

- 1 2 3 4 5

Did we communicate well with you concerning the situation?

- 1 2 3 4 5

How satisfied are you with our overall service to you?

- 1 2 3 4 5

Additional Comments or Concerns:

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