



Customer Service Survey

Directions:

Please answer the following questions regarding the services provided by Building Services and Central Plant employees. The answers provided will be used to determine the overall perception of services rendered and to assess any future improvements. Surveys may be returned to the Office of Facility Planning and Management via mail to Campus Box 54, faxed at (504)520-7926, or emailed to mgonzall@xula.edu.

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| 1. Were you able to find and use the online Work Request form? | Yes | No |
| 2. Was the work request completed in a prompt and timely manner? | Yes | No |
| 3. Were the employees courteous and professional? | Yes | No |
| 4. Were you notified of any changes in the progress of the work? | Yes | No |
| 5. Did the completed project meet the objectives outlined in the request? | Yes | No |
| 6. Were you satisfied with the final results? | Yes | No |
| 7. Was the work area cleaned up after completion of the project? | Yes | No |

Addition Comments:

Thank You for Your Time!!!

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