A scenic landscape photograph of Rocky Mountain National Park. In the foreground, there are trees with vibrant yellow and orange autumn leaves. The middle ground shows a rocky mountain slope with patches of green evergreen trees. In the background, a large, prominent rocky peak rises against a clear blue sky.

**HRD
EMAIL BASED
SURVEY**

November 2020

INTERIOR BUSINESS CENTER
U.S. DEPARTMENT OF THE INTERIOR

HRD EMAIL BASED SURVEY

- **Question Ratings – “Please rate ...**
 - whether your inquiry was answered to your satisfaction.”
(Performance)
 - whether you received courteous and professional customer service.”
(Courtesy)
 - whether you received timely customer service.”
(Timeliness)
 - the overall quality of customer service you received.”
(Customer Service Excellence)

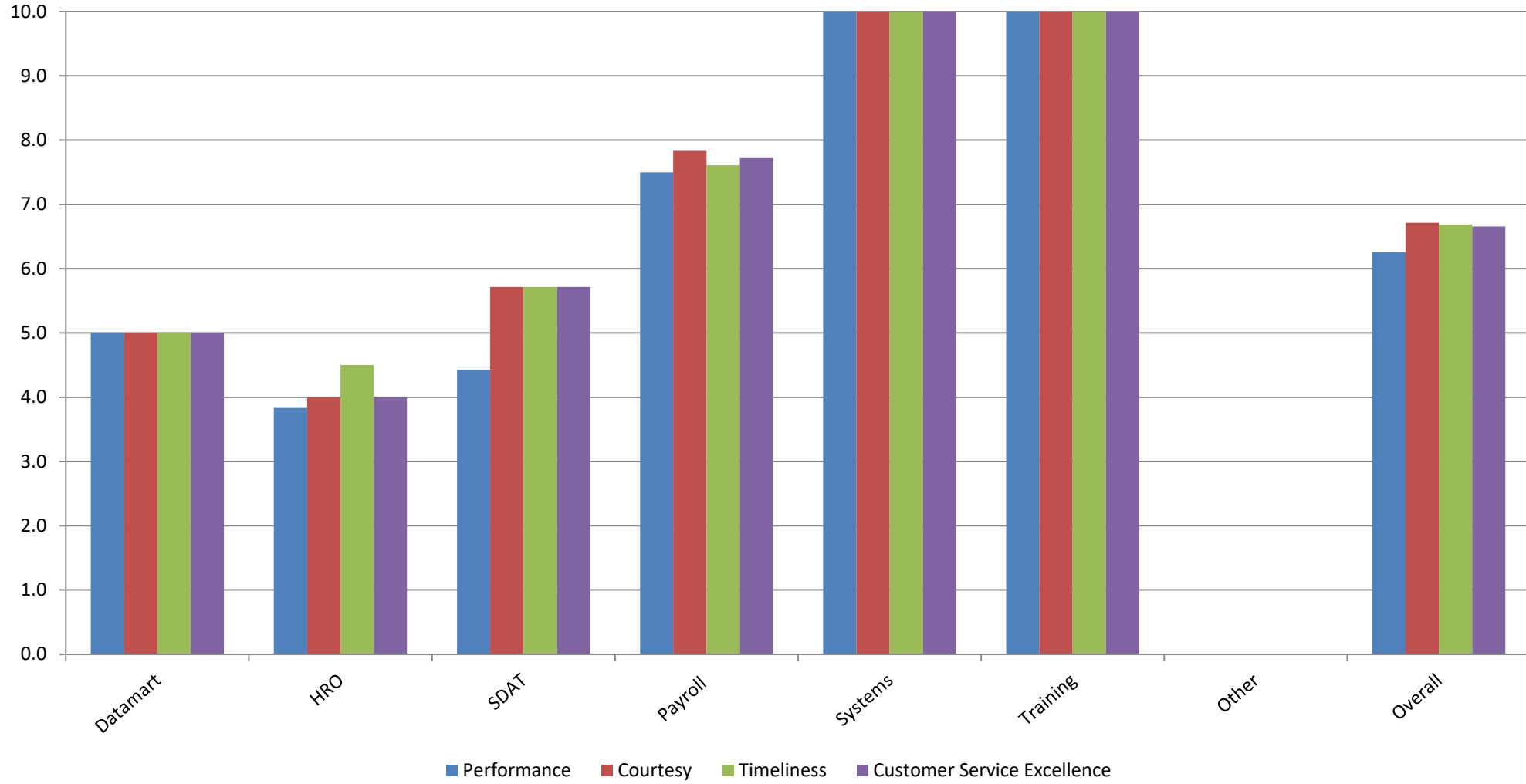
Scale:

Poor (1) Somewhat Unsatisfactory (3) Satisfactory (5) Very Satisfactory (8) Superior (10)

- **Total Responses received – 35 Average CSE score of – 6.7**

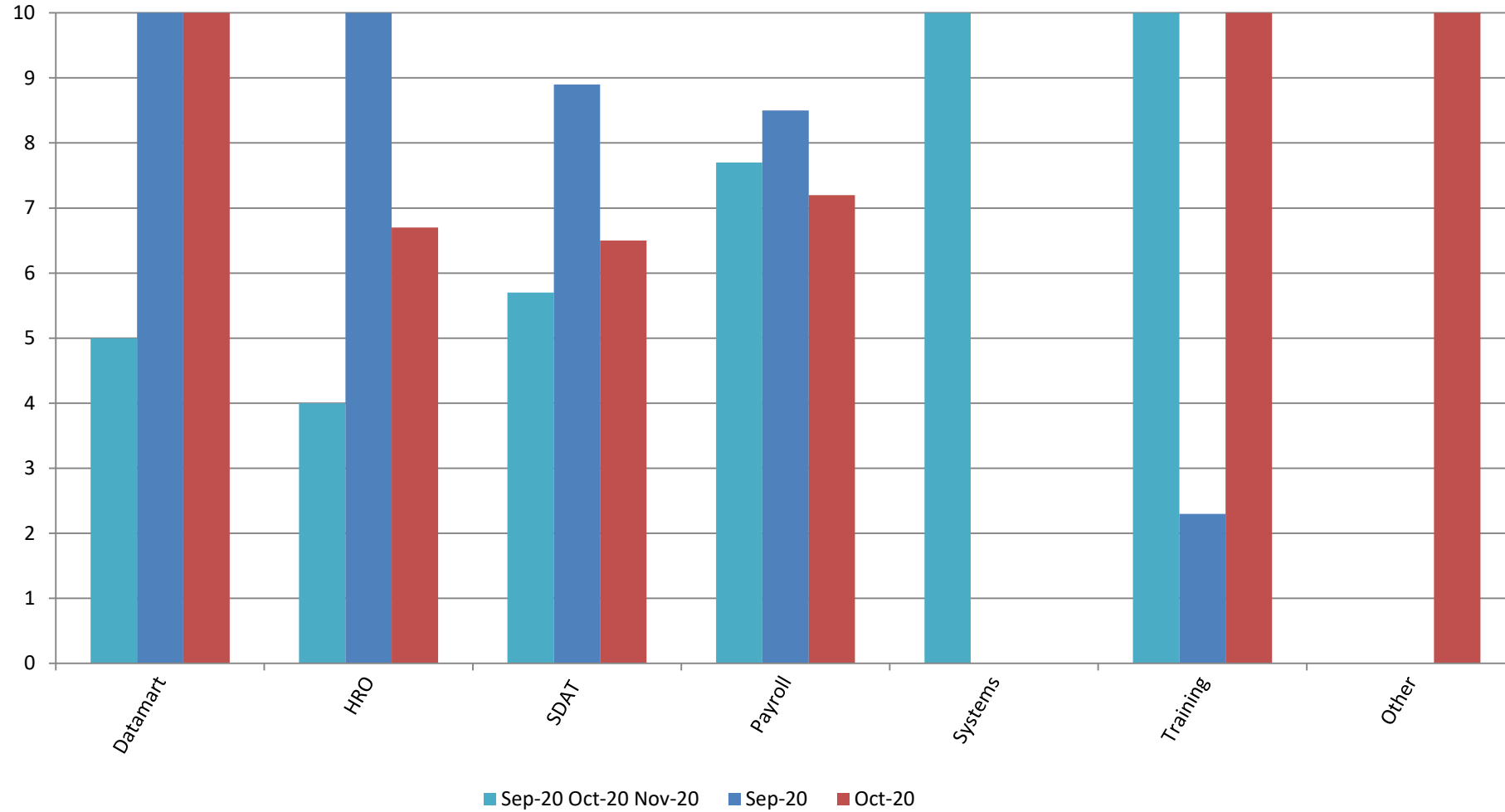
November 2020

QUESTION RATINGS – BY HRD SERVICE



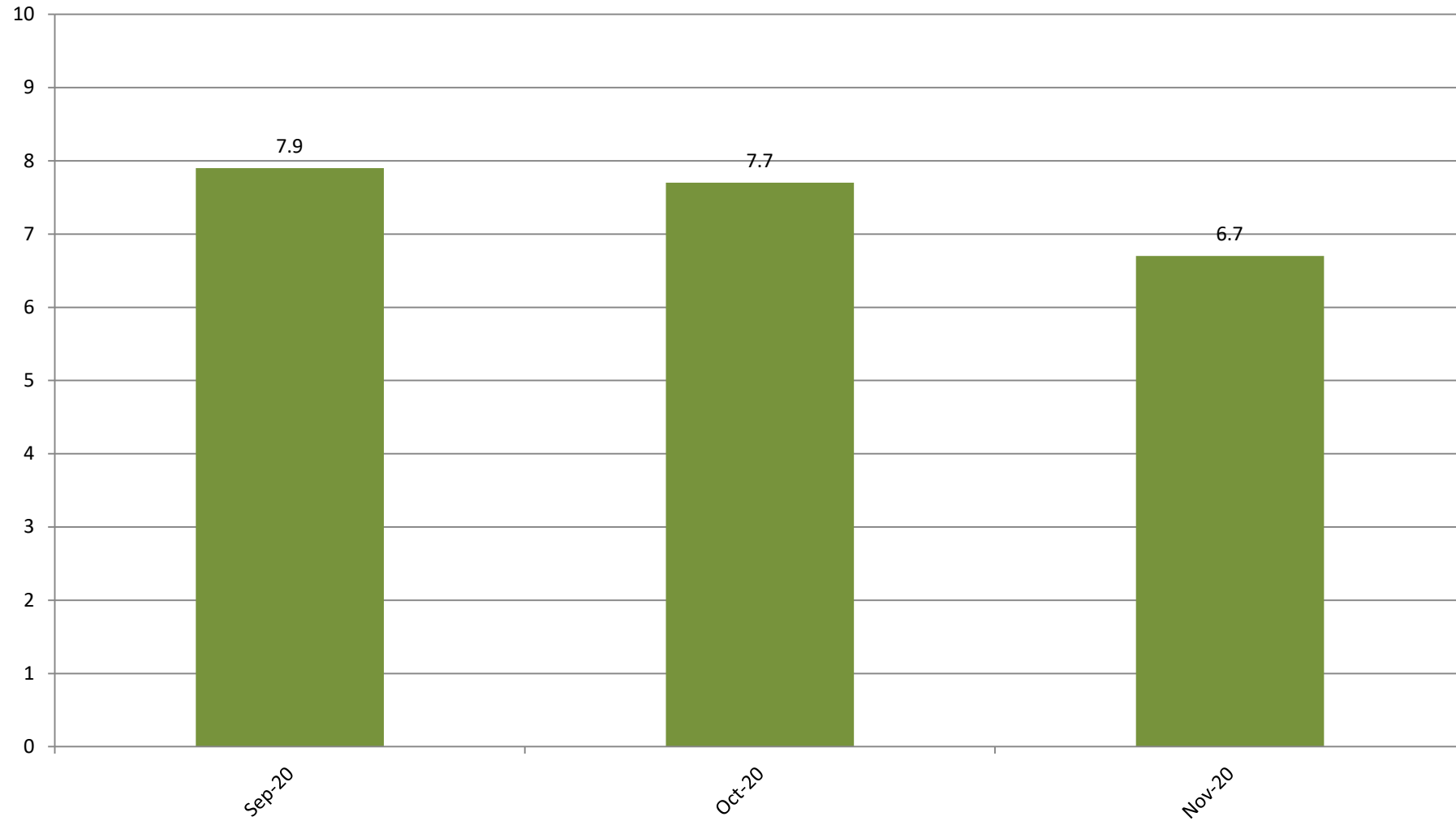
November 2020

TREND-CUSTOMER SERVICE EXCELLENCE (BY FUNCTIONAL AREA)



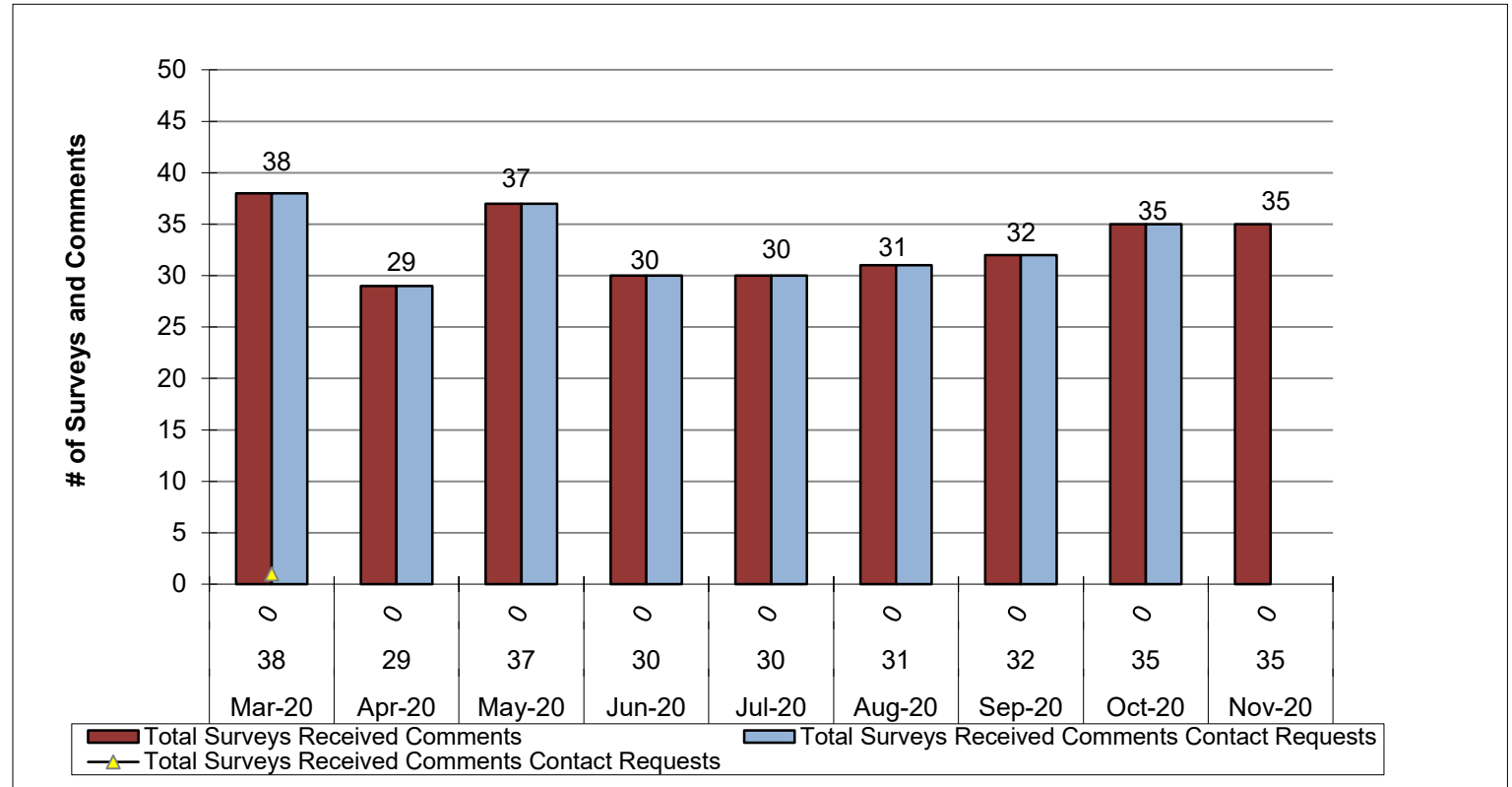
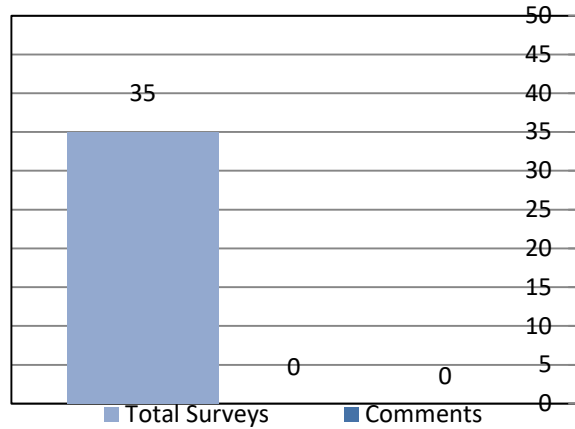
November 2020

TREND-CUSTOMER SERVICE EXCELLENCE RATINGS



November 2020

SURVEYS, COMMENTS, CONTACT REQUESTS



November 2020