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**

December 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)

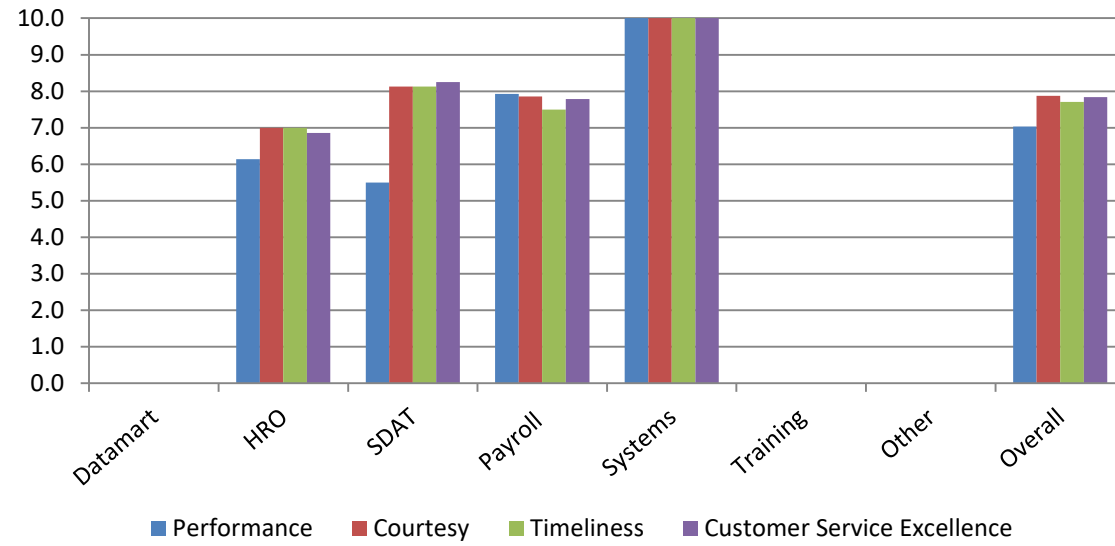
*Scale:*

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

- **Total Responses received – 31      Average CSE score of – 7.8**

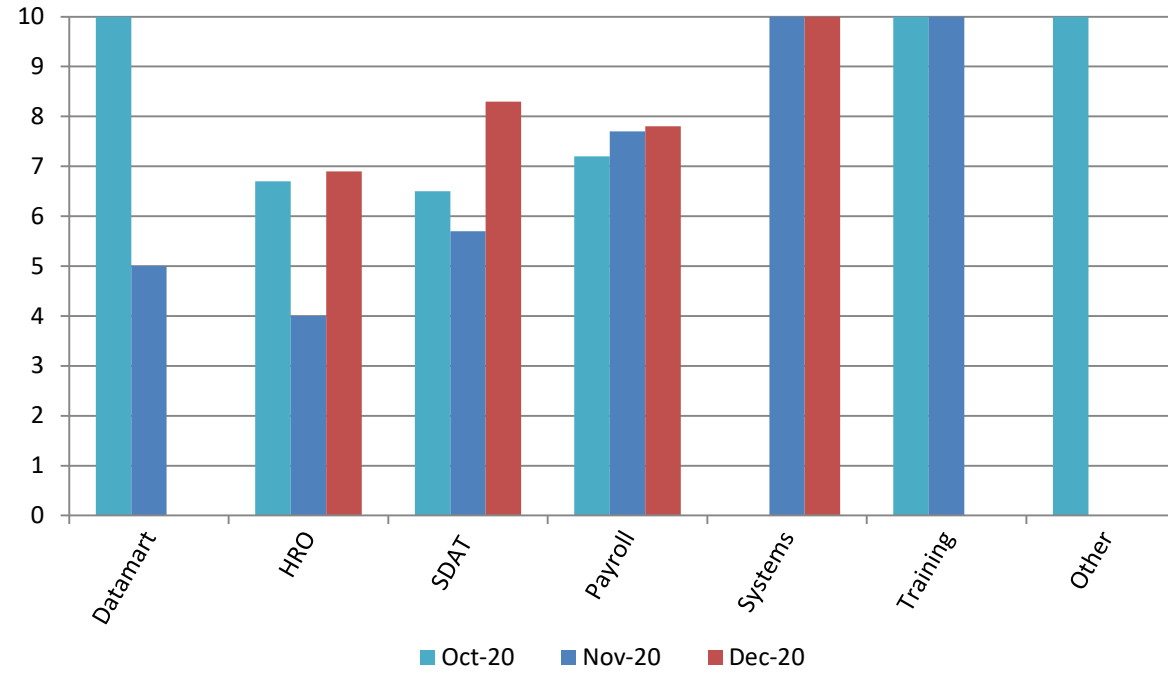
December 2020

# QUESTION RATINGS – BY HRD SERVICE



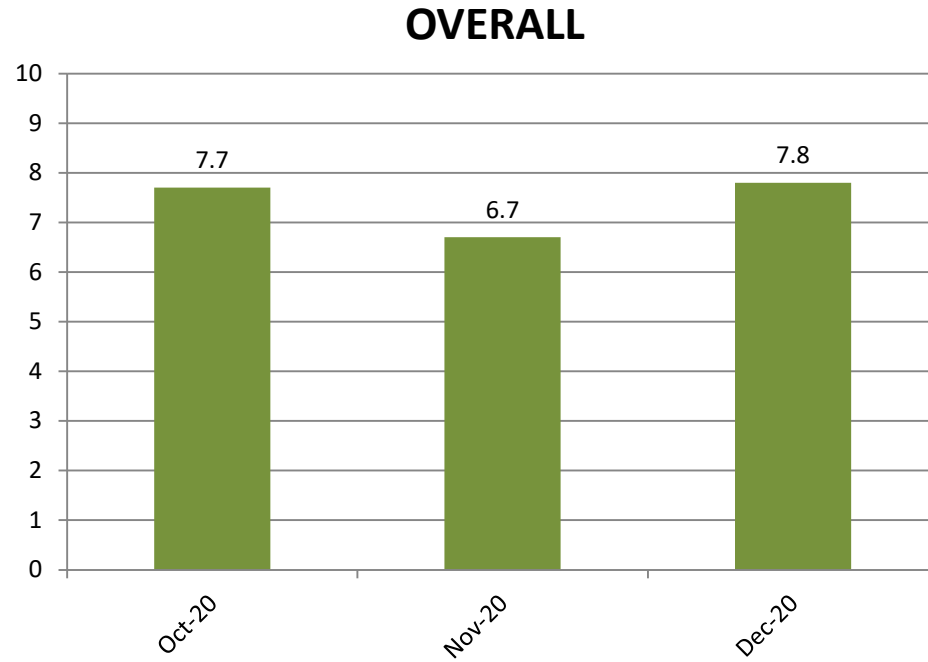
December 2020

# TREND-CUSTOMER SERVICE EXCELLENCE (BY FUNCTIONAL AREA)



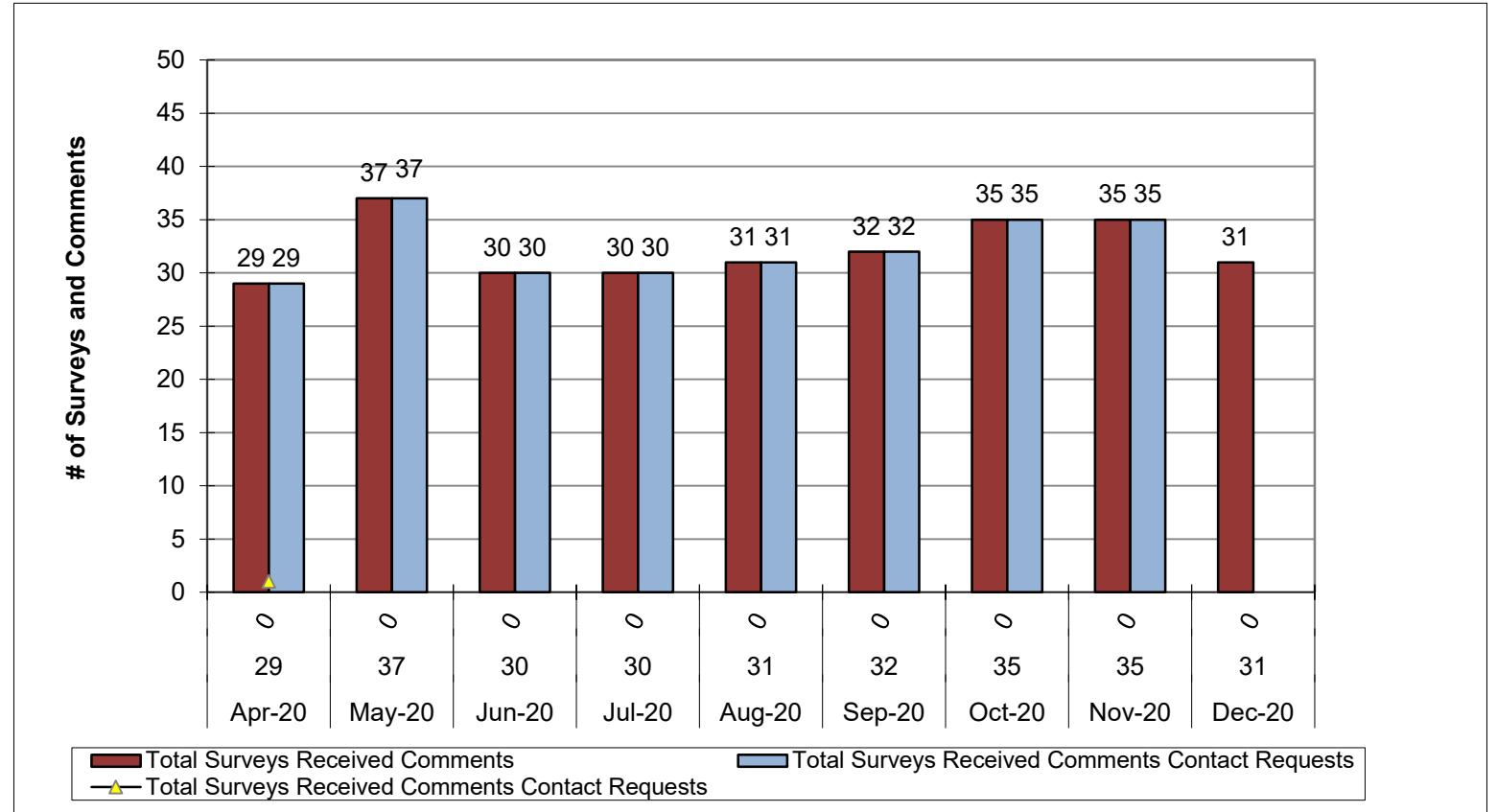
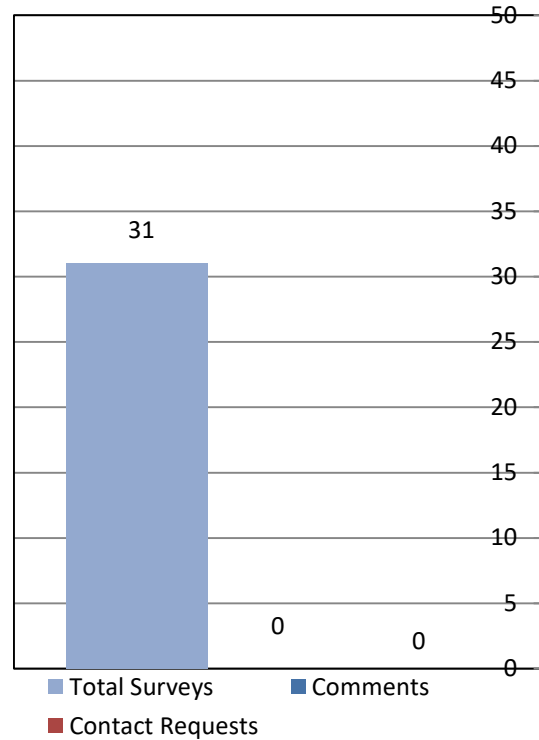
December 2020

# TREND-CUSTOMER SERVICE EXCELLENCE RATINGS



December 2020

# SURVEYS, COMMENTS, CONTACT REQUESTS



December 2020