HRD
EMAIL BASED SURVEY
February 2022
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** — 42
  **Average CSE score of** — 3.6

February 2022
QUESTION RATINGS – BY HRD SERVICE

February 2022
TREND—CUSTOMER SERVICE EXCELLENCE
(BY FUNCTIONAL AREA)

February 2022
TREND - CUSTOMER SERVICE EXCELLENCE RATINGS

OVERALL

- Dec 21: 3.6
- Jan 22: 3.6
- Feb 22: 3.6

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