

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**

January 2021

**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)

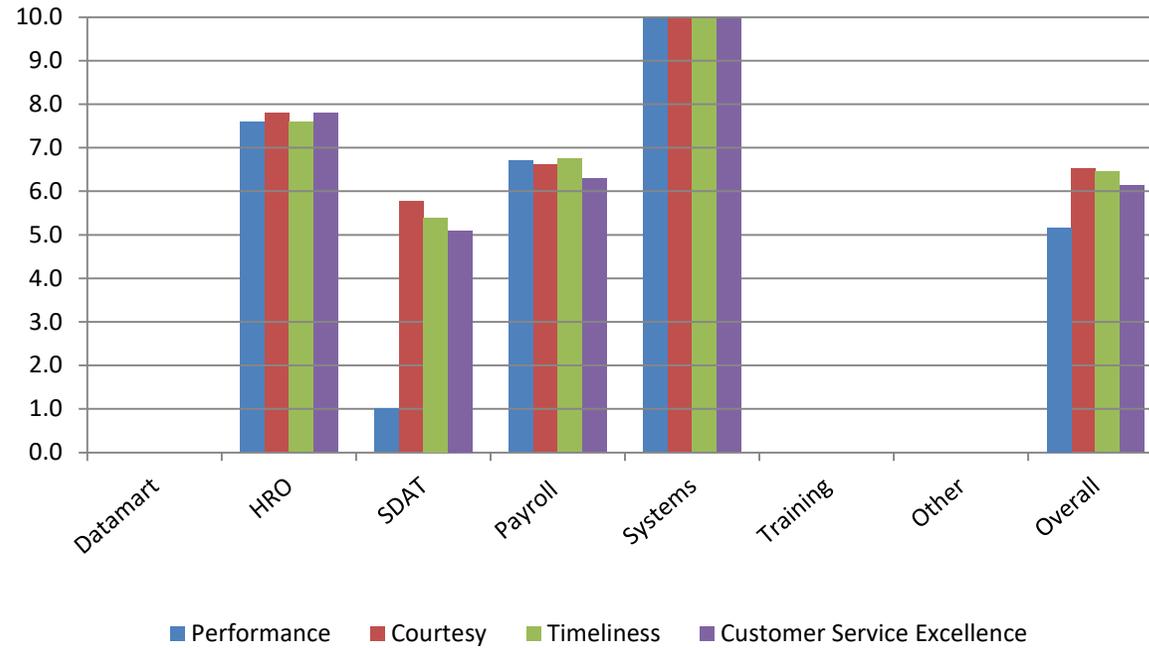
*Scale:*

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

- **Total Responses received – 45      Average CSE score of – 6.1**

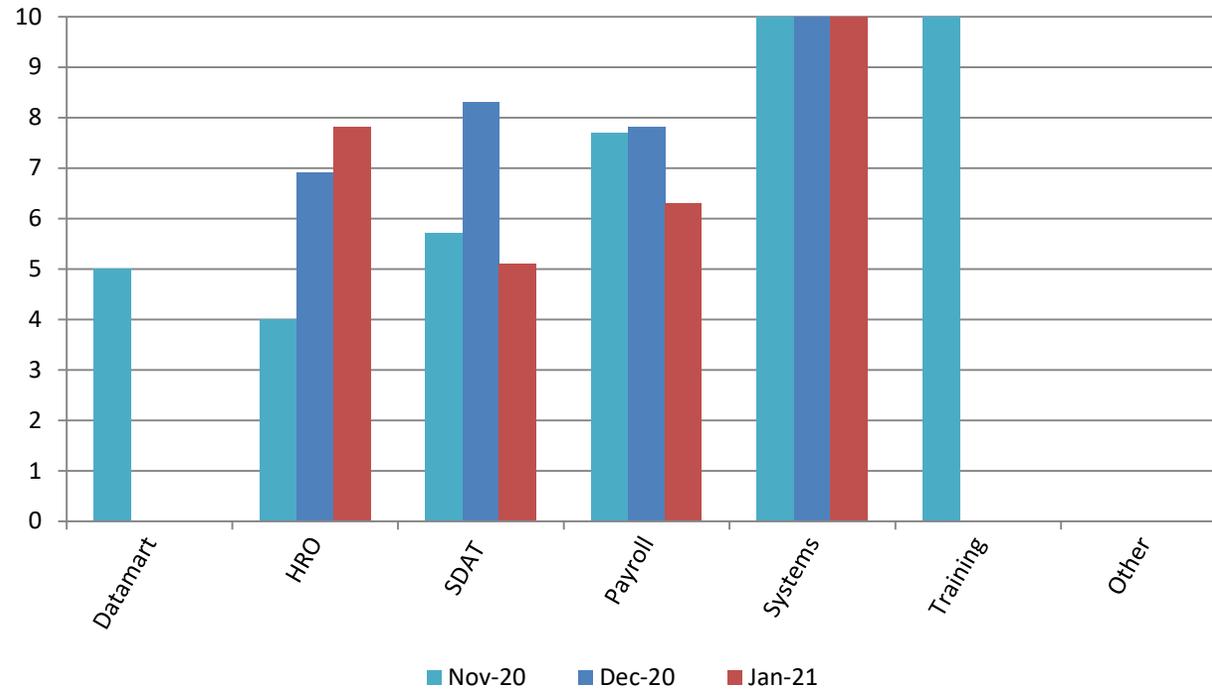
January 2021

# QUESTION RATINGS – BY HRD SERVICE



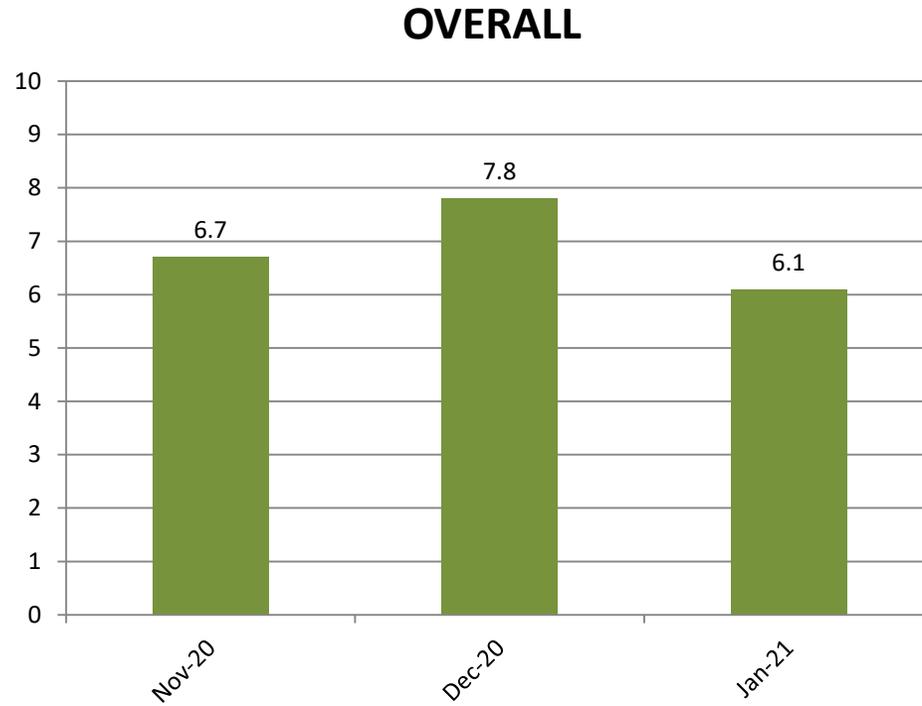
January 2021

# TREND-CUSTOMER SERVICE EXCELLENCE (BY FUNCTIONAL AREA)



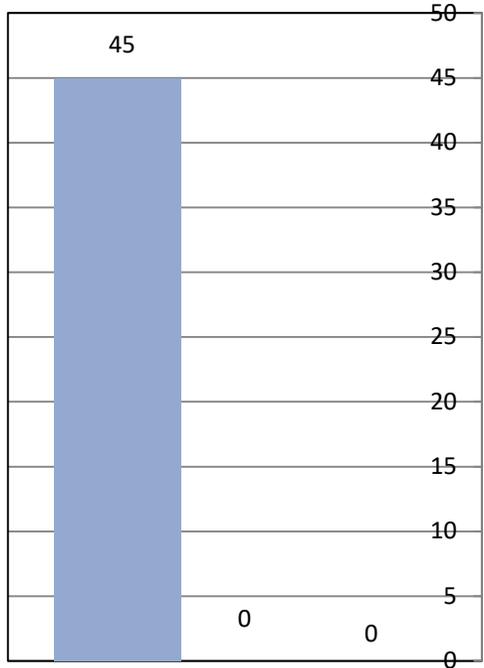
January 2021

# TREND-CUSTOMER SERVICE EXCELLENCE RATINGS

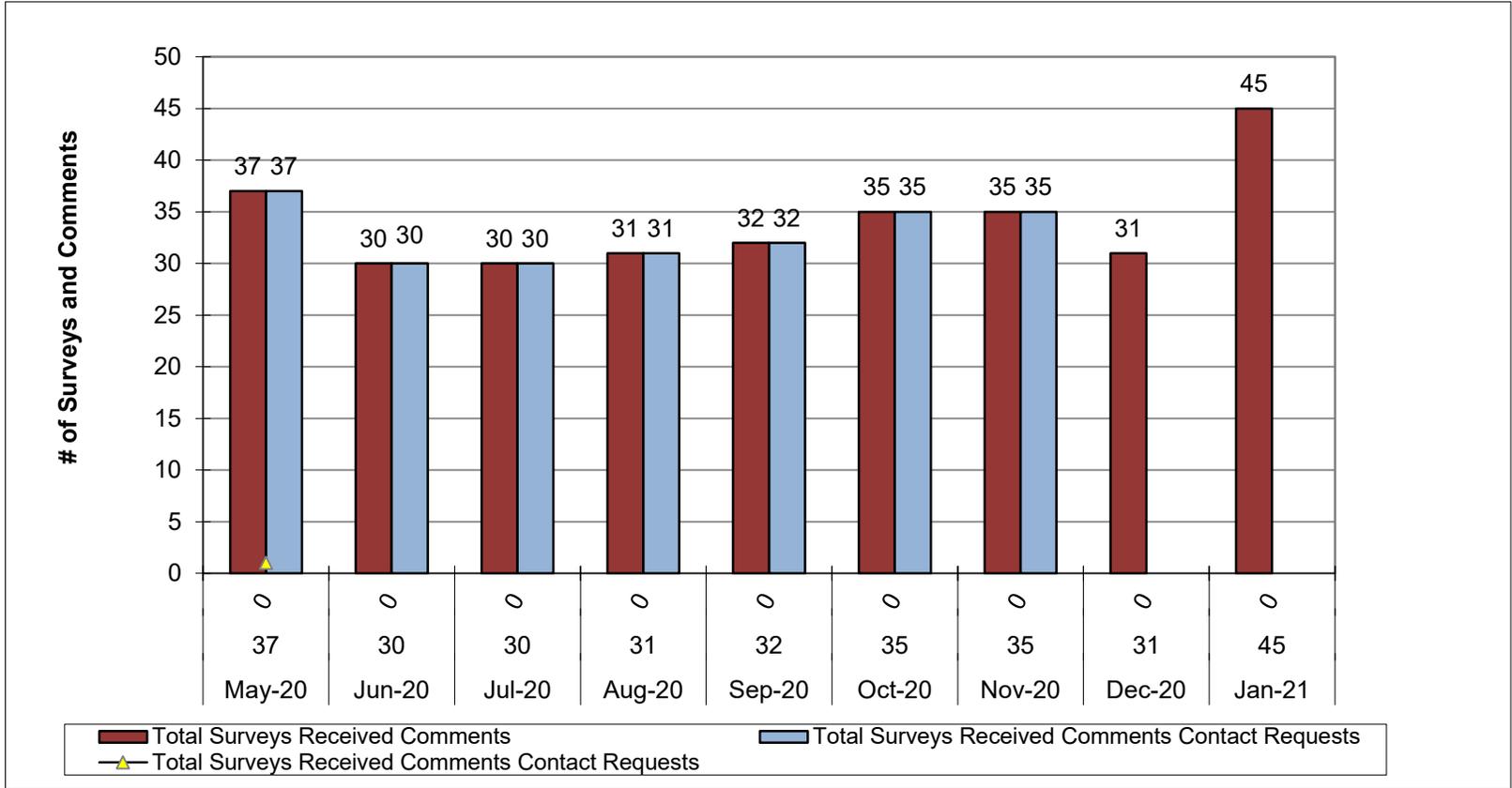


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# SURVEYS, COMMENTS, CONTACT REQUESTS



■ Total Surveys  
■ Comments



January 2021