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, flat-topped rocky mountain peak rises against a clear blue sky.

**HRD
EMAIL BASED
SURVEY**

January 2022

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)

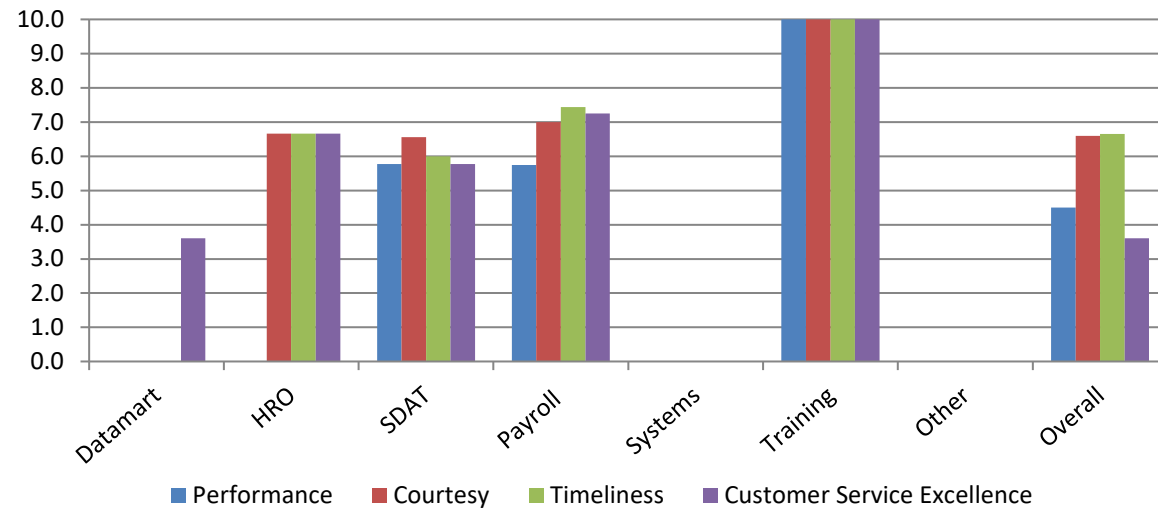
Scale:

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

- **Total Responses received –35 Average CSE score of – 6.1**

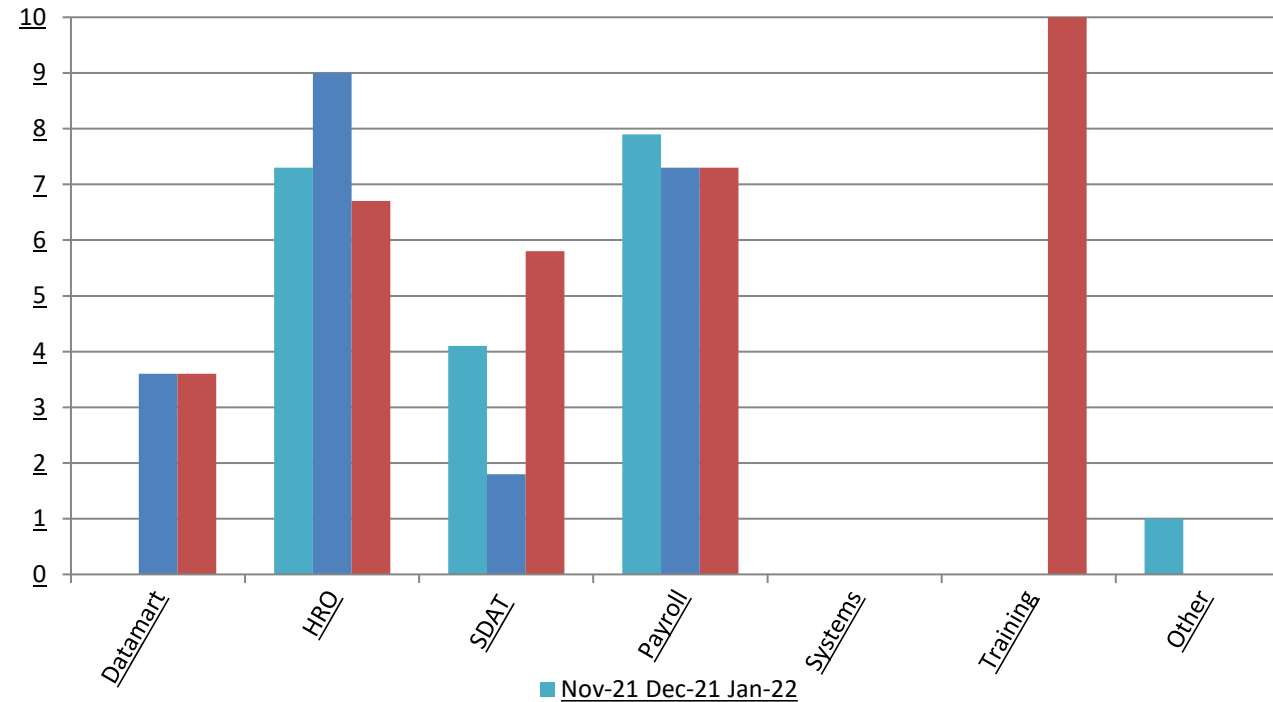
January 2022

QUESTION RATINGS – BY HRD SERVICE



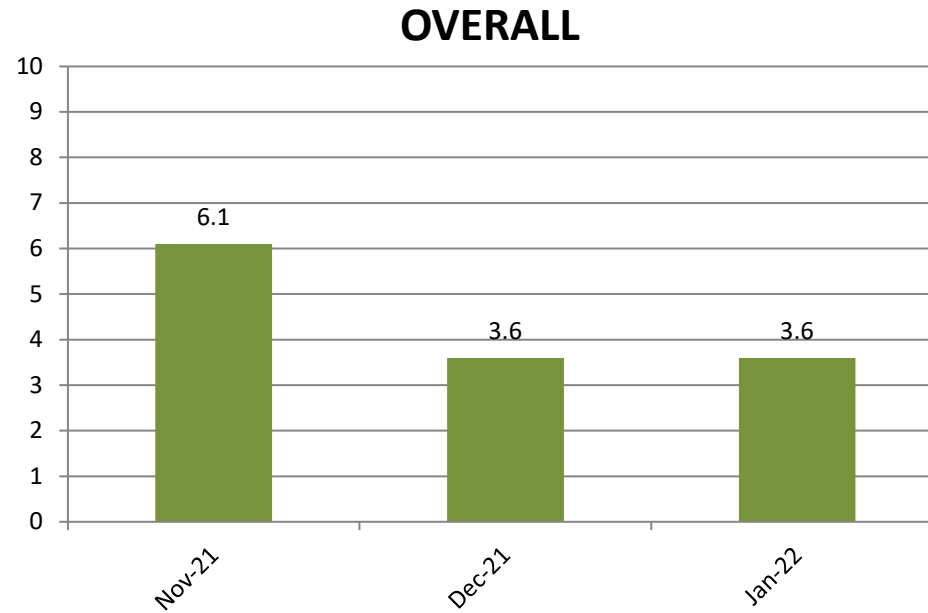
January 2022

TREND-CUSTOMER SERVICE EXCELLENCE (BY FUNCTIONAL AREA)



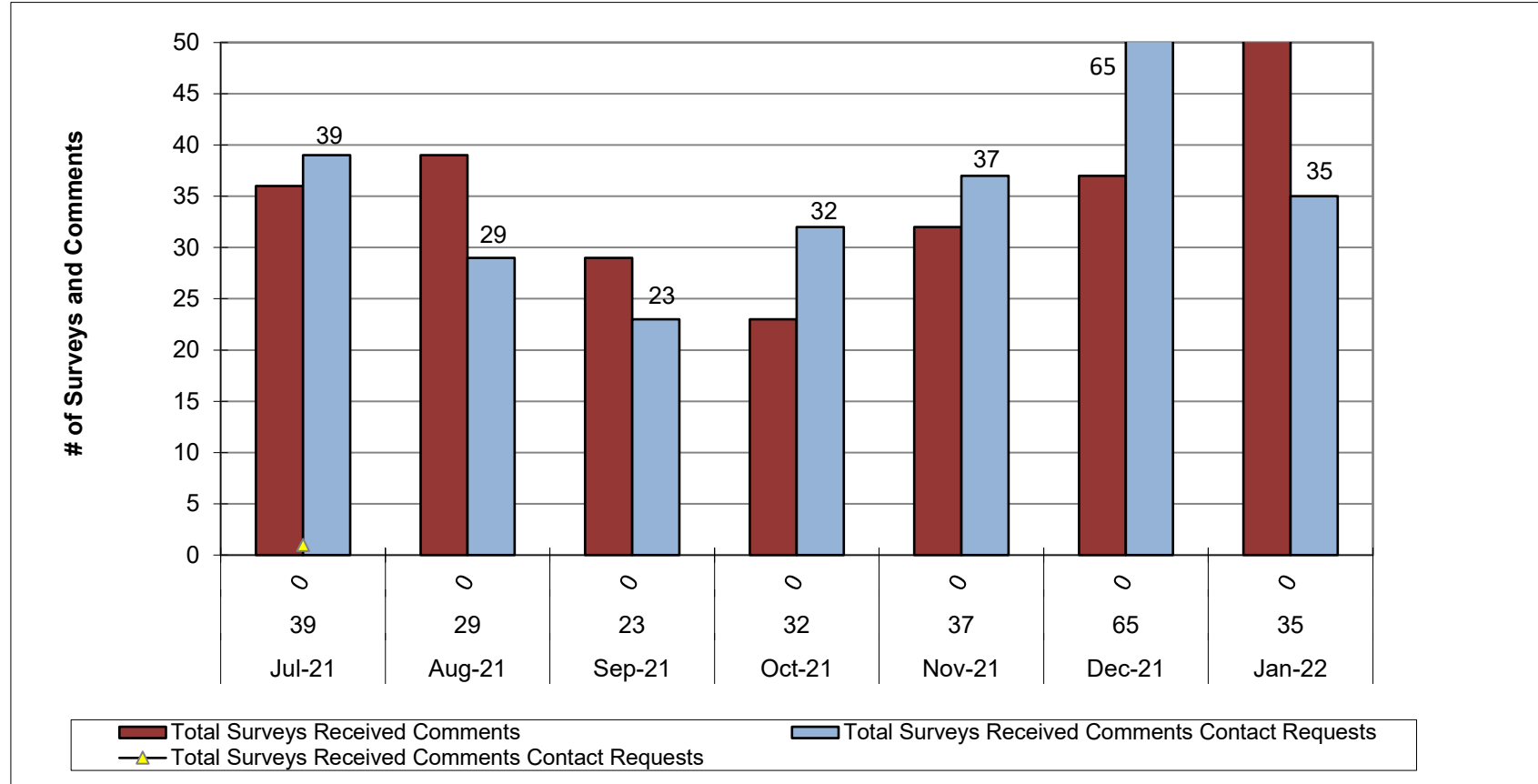
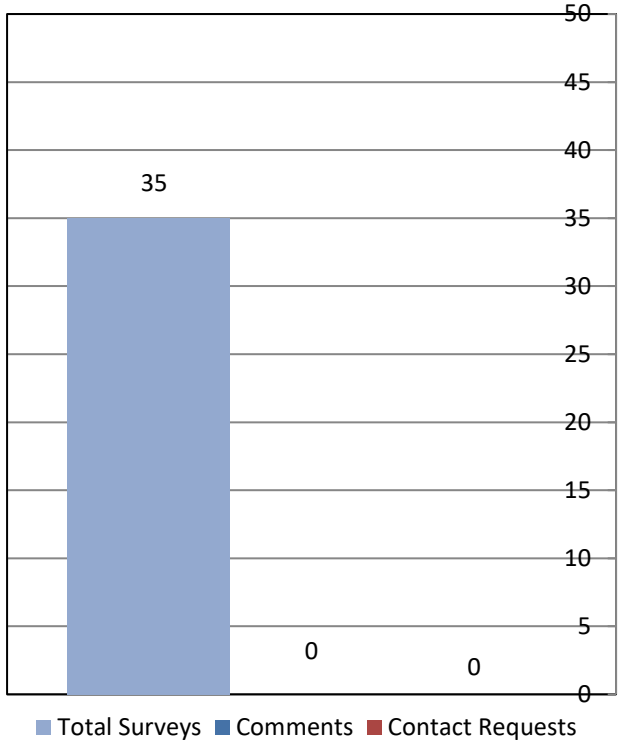
January 2022

TREND-CUSTOMER SERVICE EXCELLENCE RATINGS



January 2022

SURVEYS, COMMENTS, CONTACT REQUESTS



January 2022