A scenic landscape of Rocky Mountain National Park during autumn. The foreground is filled with trees displaying vibrant yellow and orange foliage. In the middle ground, a rocky mountain slope is covered with a mix of evergreen and deciduous trees. A prominent, rocky mountain peak rises in the background under a clear blue sky.

**HRD
EMAIL BASED
SURVEY**

January 2023

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)

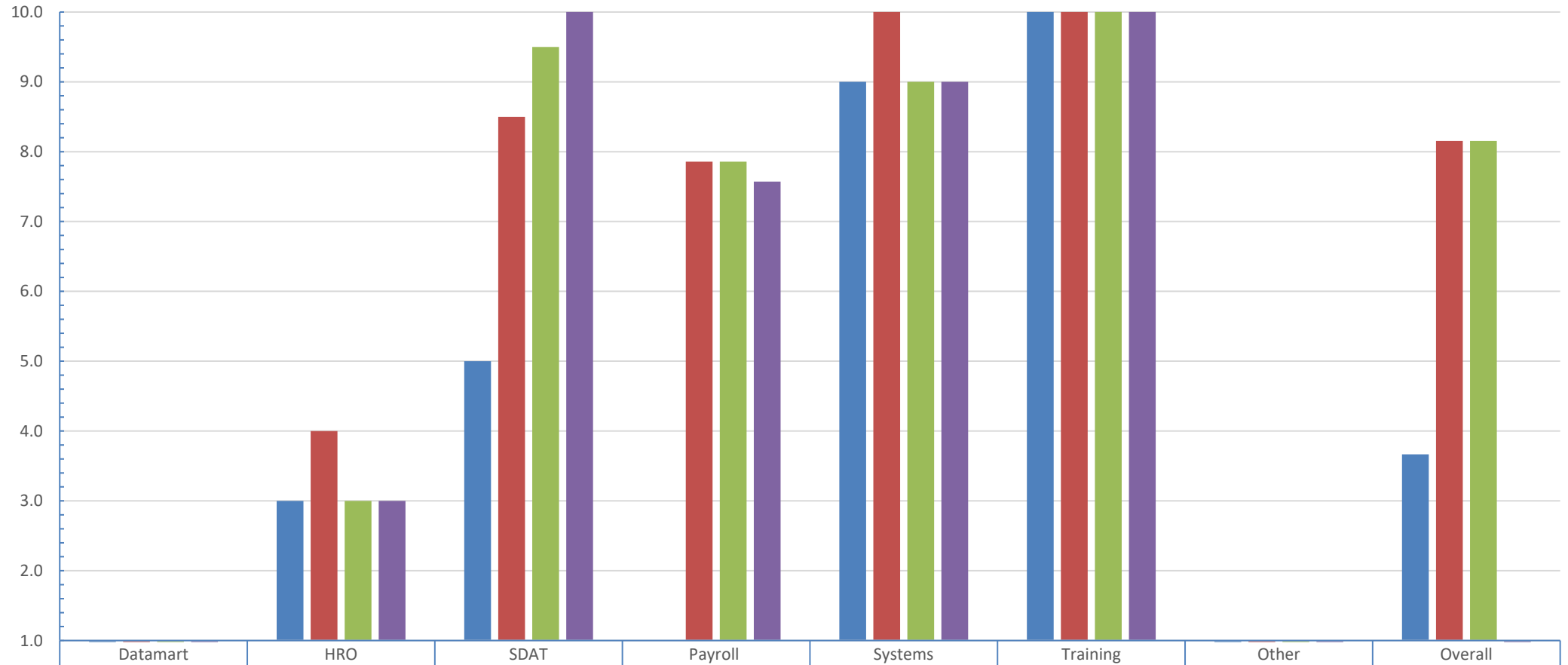
Scale:

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

- **Total Responses received – 15**
- **Average CSE score of – 8.4**

AVERAGE QUESTION RATINGS - BY HRD SERVICE

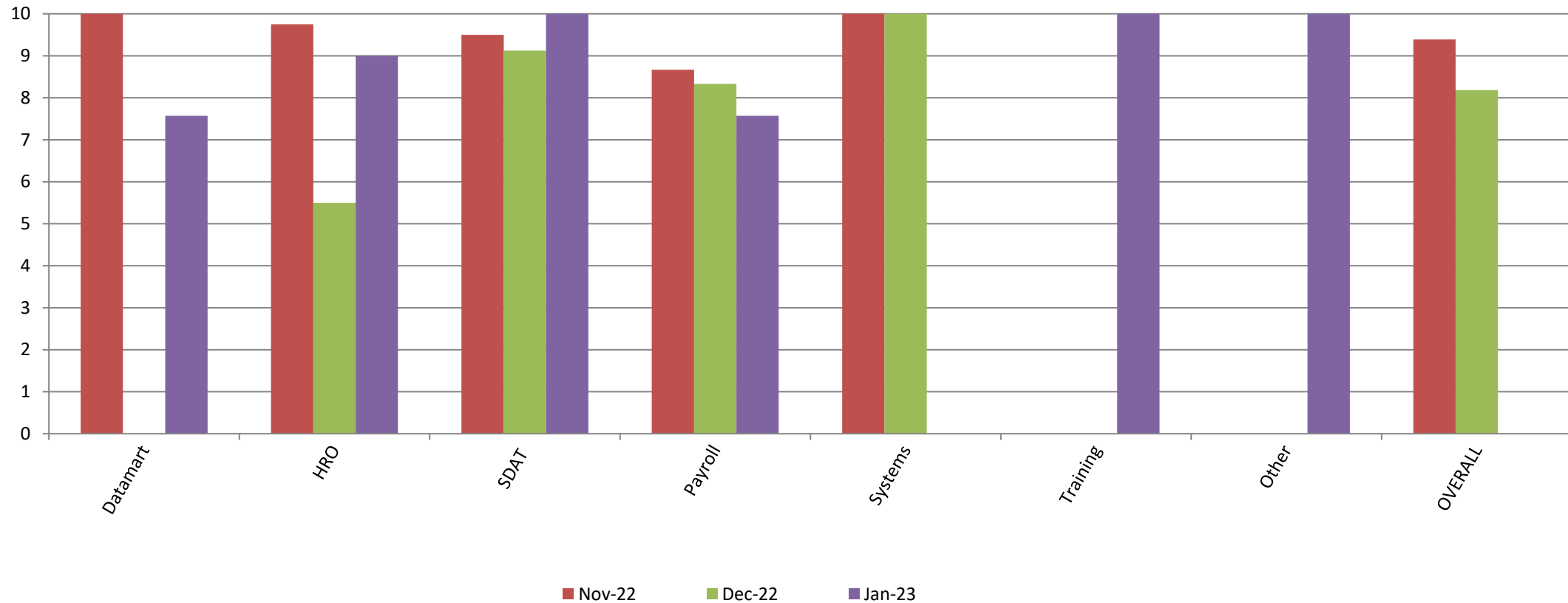
January Averages



■ SATISFACTION	0.0	3.0	5.0	1.0	9.0	10.0	0.0	3.7
■ COURTESY	0.0	4.0	8.5	7.9	10.0	10.0	0.0	8.2
■ TIMELINESS	0.0	3.0	9.5	7.9	9.0	10.0	0.0	8.2
■ CSE	0.0	3.0	10.0	7.6	9.0	10.0	0.0	0.0

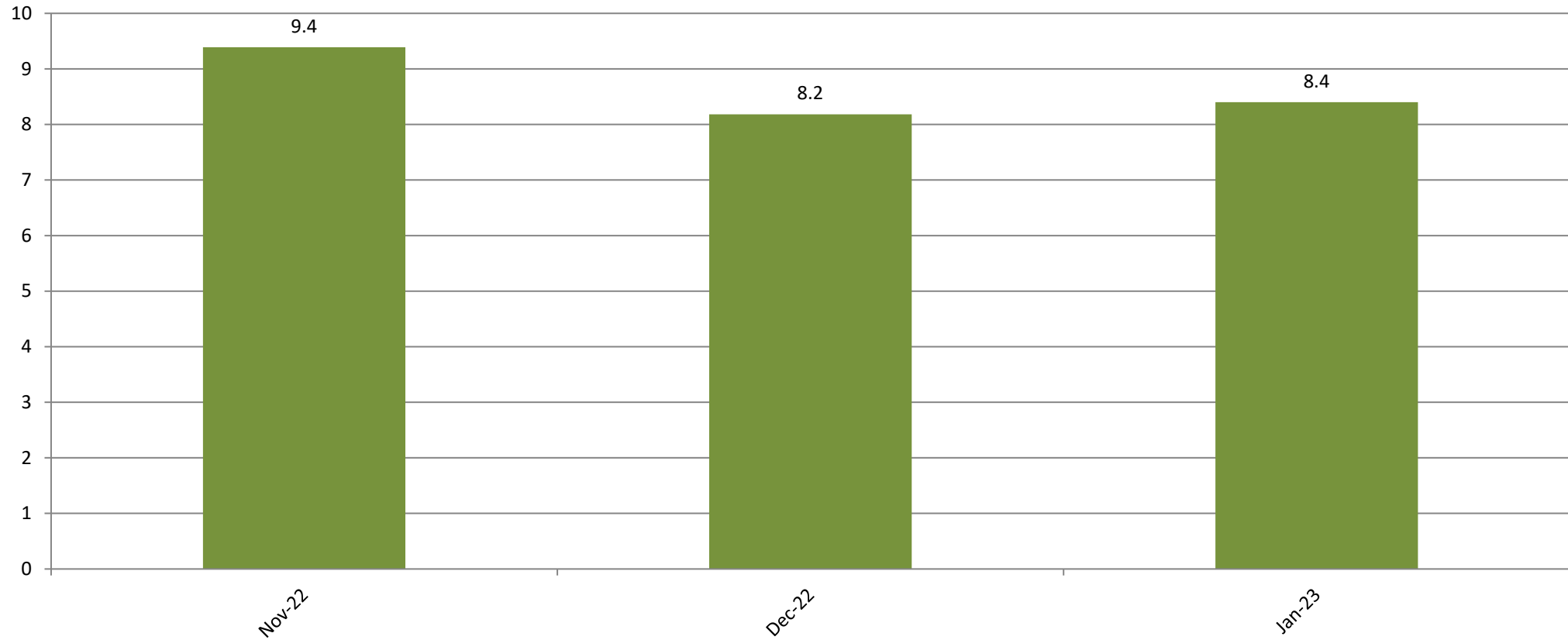
QUARTERLY TREND—CUSTOMER SERVICE EXCELLENCE (BY FUNCTIONAL AREA)

CUSTOMER SERVICE EXCELLENCE (BY FUNCTIONAL AREA)



TREND-CUSTOMER SERVICE EXCELLENCE RATINGS

OVERALL CUSTOMER SERVICE EXCELLENCE RATINGS



SURVEYS, COMMENTS, CONTACT REQUESTS

