

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**

March 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)

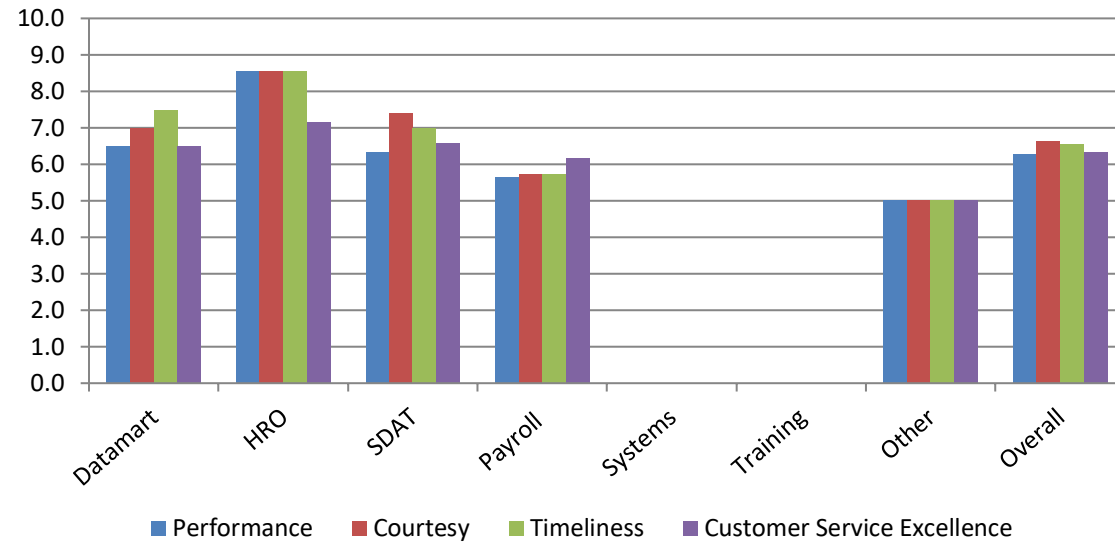
Scale:

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

- **Total Responses received – 44 Average CSE score of – 6.3**

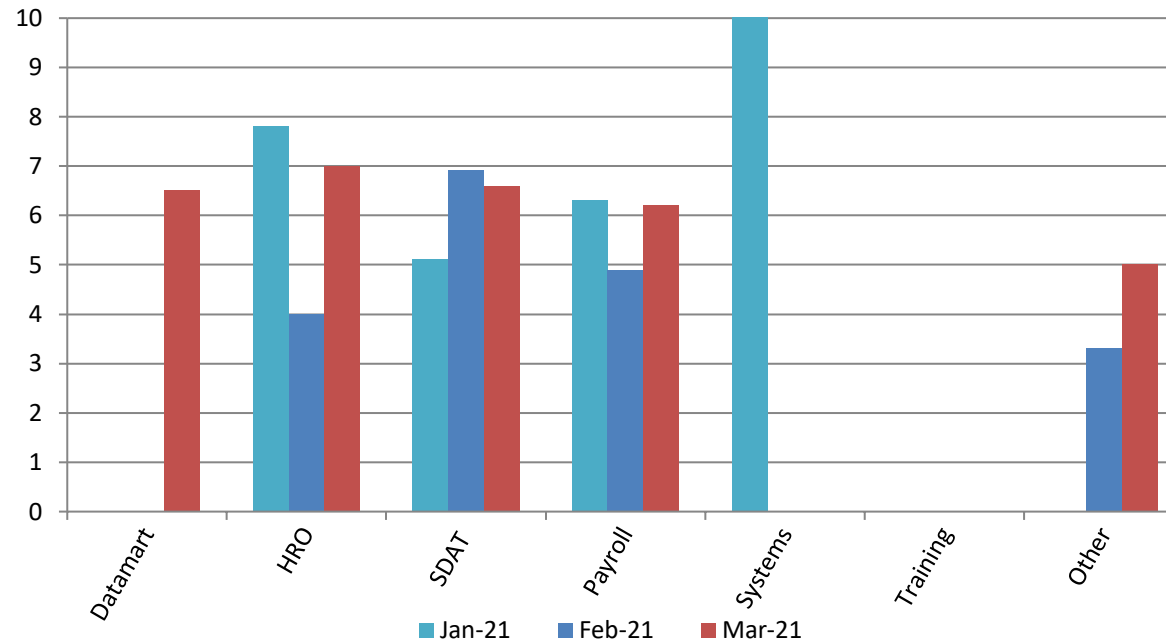
March 2021

QUESTION RATINGS – BY HRD SERVICE



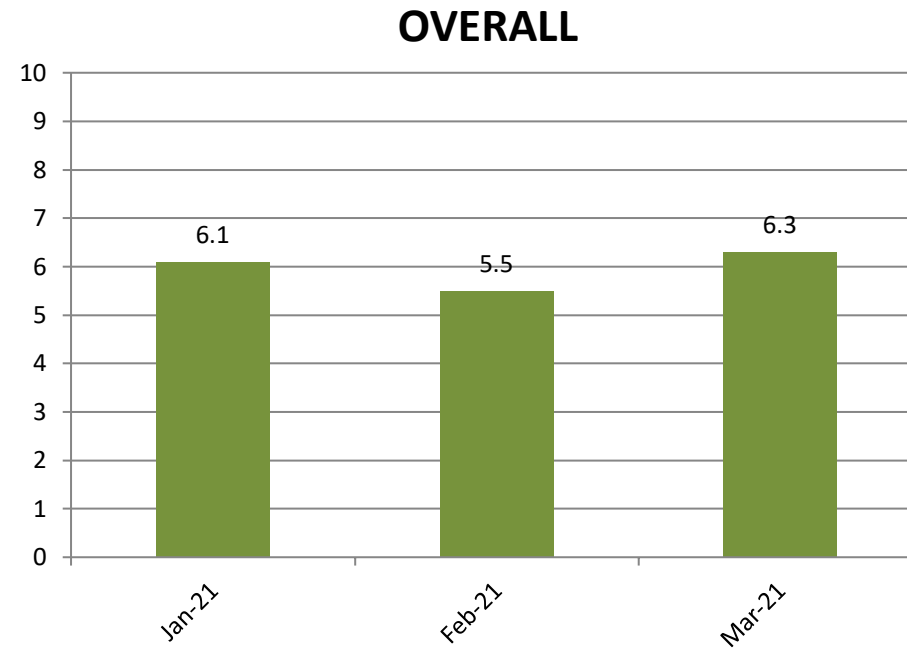
March 2021

TREND-CUSTOMER SERVICE EXCELLENCE (BY FUNCTIONAL AREA)



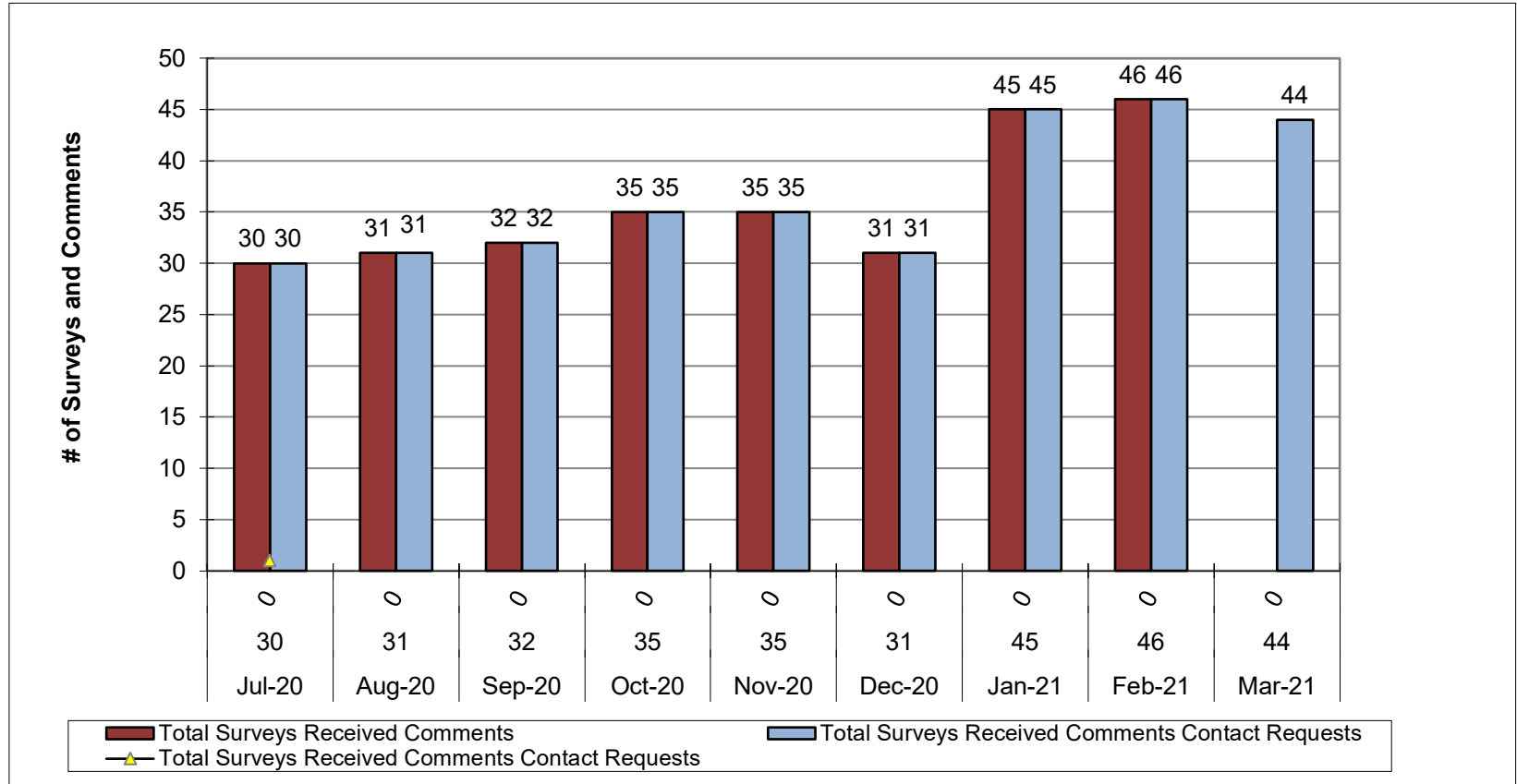
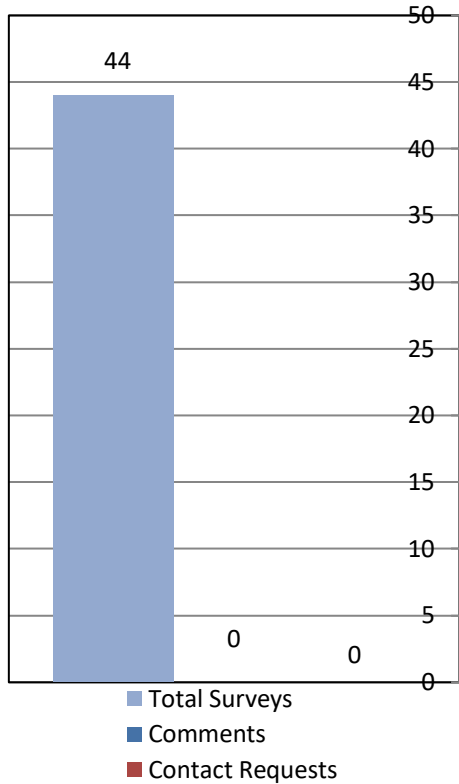
March 2021

TREND-CUSTOMER SERVICE EXCELLENCE RATINGS



March 2021

SURVEYS, COMMENTS, CONTACT REQUESTS



March 2021