HRD EMAIL BASED SURVEY
May 2020

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** – 37  
  Average CSE score of - 8.0

May 2020
QUESTION RATINGS – BY HRD SERVICE

May 2020
TREND–CUSTOMER SERVICE EXCELLENCE
(BY FUNCTIONAL AREA)

May 2020
TREND - CUSTOMER SERVICE EXCELLENCE RATINGS

OVERALL

- March 2020: 6.8
- April 2020: 6.4
- May 2020: 8.0

May 2020
May 2020