

Customer Satisfaction Measurements

**WANT TO KNOW HOW YOUR SERVICES ARE PERCEIVED?
...Do your customers like you?**

CRT helps you ask the right questions. Our in-house data collection provides actionable reports back to you in any format.

We value your input. 09

Branch Tellers

OCTFCU
Orange County Teachers Federal Credit Union

Dear OCTFCU Member,
At OCTFCU, our mission is to provide the highest quality service to our Members. Please take a moment to rate the service you received from the Teller Department in our branch and return this questionnaire at your earliest convenience in the envelope provided.

How would you rate the following:

| | poor | average | excellent |
|--------------------------------|----------------------|---------|-----------|
| Promptness of service | 1 2 3 4 5 6 7 8 9 10 | | |
| Accuracy of transaction | 1 2 3 4 5 6 7 8 9 10 | | |
| Confidentiality of transaction | 1 2 3 4 5 6 7 8 9 10 | | |
| Knowledge of staff | 1 2 3 4 5 6 7 8 9 10 | | |
| Professionalism of staff | 1 2 3 4 5 6 7 8 9 10 | | |
| Friendliness of staff | 1 2 3 4 5 6 7 8 9 10 | | |

Are you: male female
 What is your age?
 Under 20 20-29 30-39 40-49 50-59 60-69 Over 70
 What zip code do you live in? _____

Comments/suggestions for improvement:

OPTIONAL

Please contact me regarding my response.
 In order for us to contact you, please fill in the information below.
 Name _____ Member # (optional) _____
 Best time to reach you: 8 a.m. - 12 noon 1 p.m. - 5 p.m. 6 p.m. - 9 p.m.
 Phone number we can reach you at during the time selected: (_____) _____

MKT 275 1299 *All responses are confidential. Thank you.*

WE VALUE YOUR OPINION

Several weeks ago you attended a Mazda training class. We would appreciate your opinions regarding that class. We have just a few quick questions to ask you, if you would please take a moment to call.

1-888-422-4479

You will need the Project ID# located on the front of this card to reply.

Random callers will win a \$119.00 value Mazda Cross pen and pencil set as a token of our appreciation.



00104870200- C649

On a scale of 1 to 5, how satisfied are you with:

1. The service provided by Lee?

| Extremely Satisfied | Very Satisfied | Satisfied | Somewhat Dissatisfied | Extremely Dissatisfied |
|---------------------|----------------|-----------|-----------------------|------------------------|
| 5 | 4 | 3 | 2 | 1 |

2. The courtesy and friendliness of Lee?

| Extremely Satisfied | Very Satisfied | Satisfied | Somewhat Dissatisfied | Extremely Dissatisfied |
|---------------------|----------------|-----------|-----------------------|------------------------|
| 5 | 4 | 3 | 2 | 1 |

3. The knowledge and helpfulness of Lee?

| Extremely Satisfied | Very Satisfied | Satisfied | Somewhat Dissatisfied | Extremely Dissatisfied |
|---------------------|----------------|-----------|-----------------------|------------------------|
| 5 | 4 | 3 | 2 | 1 |

- In-house Data Collection
- Reports on Demand
- Reports in Any Format
- Actionable Item Definition



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