

APPENDIX A

Sample Client Satisfaction Survey

Thinking about your experience with this <AGENCY/DEPARTMENT> Service, on a scale from 1 to 6 (with 1 being poor and 6 excellent), please rate each of the following by fill-ing the bubble that best represents your thinking.

	Poor 1	Moderate 2	Adequate 3	Good 4	Very Good 5	Excellent 6	Does Not Apply 0
On-time performance- timeliness	0	0	0	0	0	0	0
Worker's courtesy	0	0	0	0	0	0	0
Competence of or worker	0	0	0	0	0	0	0
Cleanliness of products or facility (van, shelter, food, etc.)	0	0	0	0	0	0	0
Ease of enrolling in this service	0	0	0	0	0	0	0
Treating you with dignity and respect	0	0	0	0	0	0	0
Overall satisfaction with this service	0	0	0	0	0	0	0

Source: Excerpted from *Guide for Conducting Service Quality and Effectiveness Surveys: Indicators of Chapter Performance and Potential*, Red Cross, May 2002.