

# Customer Service Survey

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**Reason for your visit or call:**

- Protest    Value Questions    Homestead Exemption    Ownership    Maps    Others

**Please rate the level of service you received:**

- Wait time for assistance:**    Excellent    Good    Needs Improvement    Unsatisfactory
- Professionalism and helpfulness:**    Excellent    Good    Needs Improvement    Unsatisfactory
- Knowledge of staff:**    Excellent    Good    Needs Improvement    Unsatisfactory
- Staff listened to my concerns:**    Excellent    Good    Needs Improvement    Unsatisfactory
- Staff treated me in a fair manner:**    Excellent    Good    Needs Improvement    Unsatisfactory

**What did you like the most about the service you received, and how could our service be improved?**

**Would you like someone to contact you regarding the level of service you received?**

- Yes    No

If yes, the date and time of your visit: \_\_\_\_\_

The name of the employee: \_\_\_\_\_

Your name: \_\_\_\_\_

Contact information: \_\_\_\_\_ phone

\_\_\_\_\_ Email

**Return this form in person or by mail to**

**801 N Tuttle Street, Jefferson, TX 75657**

**Or email to [helpdesk@marioncad.org](mailto:helpdesk@marioncad.org)**