

## FINANCIAL SERVICES OFFICE (FSO) CUSTOMER SATISFACTION FEEDBACK

We in the Financial Services Office (FSO) are very interested in hearing your views on the level of customer service we provide you. We are also continually seeking ideas and suggestions on how we can better serve you. **Please take the time to fill in this survey as it is the only way we will know if you are unhappy (or happy) with our service.** Each survey will be reviewed and action taken, as necessary, to fix areas of concern and/or to implement any ideas for improvement.

1. HOW OFTEN DO YOU NORMALLY VISIT OUR OFFICE?

LESS THAN ONCE A MONTH     1 - 2 TIMES A MONTH     3 OR MORE TIMES A MONTH

2. WHAT ARE THE TWO MOST COMMON REASONS YOU VISIT THIS OFFICE?(Check one)

OHA/COLA     BAH/BAS     TAXES     INDEBTEDNESS     TRAVEL VOUCHER SUBMISSION     ORDER CERTIFICATION  
 START/STOP AN ALLOTMENT     ENTITLEMENT RECERTIFICATION     CIVILIAN PAY     ACCOUNTING LIAISON  
 OTHER (Please specify) \_\_\_\_\_

3. WHAT TIME OF DAY DO YOU VISIT OUR OFFICE?

0800 - 0900     0900 - 1100     1100 - 1300     1300 - 1500     1500 + (APPTS ONLY)

4. DO OUR HOURS OF OPERATION MEET YOUR NEEDS?

YES     NO    IF NO, INDICATE PREFERABLE HOURS: \_\_\_\_\_

5. ARE YOU INTERESTED IN BRIEFINGS BY OUR PERSONNEL AT YOUR COMMANDER'S CALLS?

YES    TOPICS: \_\_\_\_\_     NO

6. PLEASE RATE THE FSO ON THE FOLLOWING USING THIS SYSTEM: 5 - EXCELLENT 4 - VERY GOOD 3 - GOOD 2 - FAIR 1 - POOR

PROMPTNESS OF SERVICE	5	4	3	2	1
COURTESY OF PERSONNEL	5	4	3	2	1
KNOWLEDGE OF PERSONNEL	5	4	3	2	1
APPEARANCE OF PERSONNEL	5	4	3	2	1
APPEARANCE OF FSO FACILITIES	5	4	3	2	1
ANSWERING ALL YOUR QUESTIONS	5	4	3	2	1
GIVING YOU ACCURATE INFORMATION	5	4	3	2	1
OVERALL QUALITY OF SERVICE	5	4	3	2	1

7. HOW OFTEN DOES YOUR INQUIRY REQUIRE MULTIPLE CONTACTS IN ORDER TO BE RESOLVED?

FREQUENTLY     SOMETIMES     NEVER

8. IF MULTIPLE CONTACTS ARE NECESSARY, PLEASE INDICATE THE REASON(S)(Check all that apply)

HAD TO LEAVE ITEM (ORDERS/AF 9/ETC) AND RETURN LATER TO PICK UP.     PHONE CALL NOT RETURNED.  
 FIRST CONTACT/VISIT DID NOT FULLY ANSWER QUESTION/RESOLVE INQUIRY.     DISAGREED WITH ACTION TAKEN BY FSO.  
 ACTION TAKEN BY FSO WAS INCORRECT.     INDIVIDUAL YOU NEEDED TO SEE NOT IN OFFICE.  
 REQUEST NOT FULFILLED.     OTHER \_\_\_\_\_  
 NEEDED TO PROVIDE FSO WITH ADDITIONAL INFORMATION.

9. IF YOU HAVE HAD PARTICULARLY GOOD OR BAD SERVICE FROM ONE INDIVIDUAL OR SECTION IN THE FSO, PLEASE PROVIDE INDIVIDUAL/SECTION NAME AND STATE WHETHER SERVICE WAS EXCEPTIONALLY GOOD OR POOR: \_\_\_\_\_

10. WHAT CHANGES/IMPROVEMENTS COULD WE MAKE WHICH WOULD ENABLE US TO BETTER SERVE YOU? \_\_\_\_\_

YOUR NAME/RANK ARE OPTIONAL. IF YOU WOULD LIKE A RESPONSE TO ANY ISSUES RAISED IN THIS SURVEY, PLEASE CHECK THE BOX.

NAME/RANK \_\_\_\_\_ UNIT \_\_\_\_\_ DUTY PHONE \_\_\_\_\_

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### **About the ITAOP/savePDF Method**

The traditional Field-by-Field creation process is extremely ineffective and slow.

The only realistic option to create high-quality forms is the Insert-Text-Anywhere-on-Page (ITAOP) method.

The field creation process is about 10,000 times faster than the traditional method; the list of ITAOP features is not even available for the traditional method.

ITAOP savePDF method proved to be very simple and completely reliable for millions of users all over the world (incl. individuals, companies, organizations, government employees).