

## Central Scotland Assessor Telephone Questionnaire

Please delete as appropriate:

1. Was your call answered promptly? Yes/No
2. Was your call answered courteously? Yes/No
3. Were you connected with the appropriate person at the first attempt? Yes/No
4. If not, was the person to whom you spoke efficient and helpful? Yes/No
5. Were you able to transact your business within one telephone call? Yes/No
6. If you could not complete your business, were you given a contact name and phone number? Yes/No
7. Please give your opinion of the efficiency of the telephone service you received.  
(1 = poor : 5 = excellent)
8. It is important to monitor ethnicity in customer satisfaction.  
Please complete the enclosed form and return it in the envelope provided.