THANK YOU FOR TAKING THE
TIME TO COMPLETE OUR
SURVEY!

Customer service is a top priority for the City Council and all City employees. In 2006, the City Council adopted the customer service initiative. The goal of the City’s customer service initiative is to provide “LEGENDARY” customer service to all our customers, everytime.

Legendary service occurs when our customers perceive that the assistance they received, while conducting business with the city was exceptional and worth noting.

All City departments are encouraged to provide Legendary Service.

It is very important for the Customer Service Committee to receive feedback from the Community in order for us to better the organization. All results will be shared with the City Council.
Customer Feedback Form

Please take the time to comment so that we can better serve the Atascadero Community.

1. Which Department from the City were you in contact with?
   ____________________________________________________________

2. What was the nature of your business?
   ____________________________________________________________

3. Employee Name: ____________________________________________

4. How would you rate the knowledge and expertise of the City employee?
   ___ Excellent    ___ Good    ___ Satisfactory    ___ Poor

5. How were you treated?
   ___ Excellent    ___ Good    ___ Satisfactory    ___ Poor

6. Did we communicate with you in a courteous manner?
   ___ Excellent    ___ Good    ___ Satisfactory    ___ Poor

7. Overall, how would you rate the service provided you?
   ___ Excellent    ___ Good    ___ Satisfactory    ___ Poor

8. Comments/Suggestions (What could we improve upon?):
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________

Thank you for your feedback!