

WMU FREIGHT, POSTAL, & DELIVERY CUSTOMER SERVICE SURVEY

Please help us serve you and others better by taking a few minutes to answer the questions below. Thank you for responding.

Who was your service provider? Check ALL that apply.

- Campus Post Office
- Stores & Surplus Sales
- Freight & Delivery

What was the nature of your contact with us?

- General Information
- Technical Assistance
- Problem Resolution
- Other:

STATEMENTS	Check As Appropriate				
	Strongly Agree	Agree	Disagree	Strongly Disagree	No Comment Or N/A
Courteous and helpful staff					
Provided complete, accurate information					
Listened to your wants or needs					
Helped fill your wants or needs					
A timely response was provided					
Caused you to feel good about contact					
My overall experience was positive					

Please indicate the name(s) of any staff person you would like to commend:

Comments:

If you feel we fell short in meeting your service expectations, please describe the situation, including name of the staff person involved and the date the incident occurred.

As a result of your experience with us, what service-related improvements can you recommend?

OPTIONAL

Your Name

Email

Department

Telephone

Mail Stop Code

Please fill out this survey form, print it, and mail it directly to Postal Operations:

Manager
 WMU Post Office/Freight & Delivery
 Mail Stop # 5347
 1903 W Michigan Ave
 Kalamazoo, MI 49008-5347