



**Glenn County
Health and Human Services Agency
Business Services Office
Customer Satisfaction Survey**



Thank you for allowing the Glenn County Health and Human Services Agency (HHSA) Business Services Office the opportunity to work with you. In an ongoing effort to provide your business with the highest standard of customer service, please spend a few minutes completing the satisfaction survey. We value your input and thank you for your feedback. Please circle one response below for each question.

1) How satisfied are you with the services and products of the Business Services Office?

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

2) Were the resources and materials helpful?

Very Helpful Helpful Somewhat Helpful Not at all Helpful No Opinion

3) Was the staff knowledgeable?

Very Knowledgeable Knowledgeable Not Knowledgeable No Opinion

4) Did your business receive employee recruitment assistance? Yes No N/A

4a) If "Yes," was the employee recruitment assistance beneficial? Yes No N/A

4b) If "Yes," rate your level of satisfaction and explain.

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

5) Did your business receive employee training assistance? Yes No N/A

5a) If "Yes," was the employee training assistance beneficial? Yes No N/A

5b) If "Yes," rate your level of satisfaction and explain.

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

6) Did your business receive layoff-aversion services? Yes No N/A

6a) If “Yes,” were the layoff-aversion services beneficial? Yes No N/A

6b) If “Yes,” rate your level of satisfaction and explain.

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

7) Did your business receive services in response to employee downsizing? Yes No N/A

7a) If “Yes,” were the services in response to employee downsizing beneficial? Yes No N/A

7b) If “Yes,” rate your level of satisfaction and explain.

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

8) Would you recommend the Business Services Office? Yes No
Please explain.

9) How can the Business Services Office improve its services and product offerings to meet your needs?

10) Optional – Business Name, Contact Person and Phone