

**CITY OF PLANTATION
PREVENTION DIVISION**

CUSTOMER SERVICE QUESTIONNAIRE

We are interested in your opinions about the recent inspection you received from the Plantation Fire Department. Please help us improve our services by answering the questions below.

1. Did the inspector make a clear and courteous introduction?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2. Did the inspector explain why they were there and what they were going to do?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3. Did the inspector explain any violations found, and why they need to be corrected?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4. Did the inspector make recommendations to help you meet the requirements of the code?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5. If yes to above, what recommendations were made	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6. After your inspection, did you know what to do?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
7. Could you read and understand the inspection report?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
8. Was the timeframe you were given to fix any violations adequate?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
9. Were you dissatisfied with our service in any way? If yes, what or why?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
10. Is there anything you wish the inspector had covered?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
11. Taking everything into account, how would you rate our customer service?	Superior <input type="checkbox"/>	Above Average <input type="checkbox"/>
	Average <input type="checkbox"/>	Below Average <input type="checkbox"/>
	Poor <input type="checkbox"/>	

Out of respect for our resident's privacy, we would like you to remain anonymous. However, if you want us to contact you regarding this survey or our services, please provide us with contact information on the spaces provided below.

Contact Name: _____

Contact Telephone Number: _____