

**802nd CIVIL ENGINEER SQUADRON
LACKLAND AFB CAPITAL ASSET MANAGEMENT OFFICE**

CUSTOMER SCORE CARD

Thank you for participating in our customer survey. Your comments make it possible for us to evaluate our service and effectively respond to your needs. Please complete this evaluation and leave it at the reception desk, hand it to the person assisting you, or drop it in the customer survey box in our reception area. Be sure to include your name, address, and phone number if you would like a response.

Please check the appropriate blocks:

- ASSISTANCE SECTION** (Drayage/Dity/Storage Orders, DD 1746 Housing Application Hardship requests, Utility Waivers)
- REFERRAL** (On-base housing referral to BBC, Off-base house and apartment rentals, AHRN website, Rental Partnership Program, Homes for sale listings, Off-base landlord/tenant complaints)
- PRIVATIZATION** (Privatization Info, Customer Concerns, Maintenance/Grounds Service, Mediation, Other)
- BRIEFINGS** (Rental Partnership Program, Home Buying/Selling seminars and/or other special seminar information)
- OTHER** (Directions, Maps, etc)

Assisted by: Housing Representative _____ Date Service Received _____

	EXCELLENT (5)	WELL DONE (4)	GOOD (3)	FAIR (2)	POOR (1)
Customer Service					
Customer Products(s)					
Overall Information and Opinion of Information Provided					

Specific Comments:

Please continue on reverse if necessary.

OPTIONAL: Would you like a response? _____ Yes _____ No

Name: _____ Duty Phone: _____ Home Phone: _____

Organization: _____ Address: _____

THANK YOU FOR TAKING THE TIME TO HELP US IMPROVE OUR SERVICE!

JAMES H. FISHER
Chief, Capital Asset Management Office