

## Customer Service Survey

1. How did you contact or receive services from Hodac, Inc.?
  - a. Phone/Email
  - b. Walk-in
  - c. Speaking engagement
  
2. What department did you contact?
  - a. Administrative Office (Defensive Driving, DUI class, drug screening, general information, etc.)
  - b. Marketing Department
  - c. Education/Prevention Department (Teen center, prevention counseling, school services, etc.)
  - d. Victim Assistance
  - e. Gateway Cottage Residential and Aftercare Services
  - f. Information and Referral Department (Helpline Georgia, Victim Assistance Helpline, Compulsive Gambling Helpline, and United Way 2-1-1)
  
3. Based on your most recent service, how would you rate your overall satisfaction with Hodac, Inc.?
  - a. Excellent
  - b. Good
  - c. Average
  - d. Fair
  - e. Poor

4. How would you rate our performance in the following areas:

	Exceeded my expectations	Met my expectations	Did not meet my expectations	N/A
Employee cared about and understood my needs and concerns.				
Service Delivery was timely and responsive.				
Employee was able to assist me or direct me to appropriate source.				

Employee was courteous and friendly.				
Employee was qualified, knowledgeable, and well-informed.				
Transaction was handled in a professional manner.				
Policies and processes were easy to follow and/or clearly explained.				
Accessibility (facility, staff, and hours of operation) was adequate.				

5. Please provide suggestions or comments for ways we can better serve your needs and/or improve Hodac's service to the public.

Thank you for taking time to fill out our Customer Service Survey. We are always interested in hearing from the community we serve. [Click here to submit your answers now.](#)