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| **Internal Support Services Scorecard** |
| **Department/Unit being evaluated: Maintenance** |
| **Department/Unit completing scorecard:** | **Date:**  |
| We are aiming for **total Customer Satisfaction** in our Internal Services. Please rate how well we have served you. If a rating of 3 or less is given, you must describe the reason for that rating.  (**Note:** An average rating of **3 or less** overall will generate an **immediate meeting** from the appropriate **manager**).**Please rate each criteria on a scale of 1 (low) to 5 (high). Put NA for any of the criteria in which you do not deal with this department. Write your rating on the lines provided below.**  |
| Willingness to work with other departments | Timeliness | TelephoneEtiquette | Service Quality | Attitude, Courtesy, Friendliness | Overall |
| \_\_\_\_\_\_\_\_\_Reason (if 3 or below):  | \_\_\_\_\_\_Reason (if 3 or below):  | \_\_\_\_\_\_\_Reason (if 3 or below):  | \_\_\_\_\_\_\_Reason (if 3 or below):  | \_\_\_\_\_\_\_\_\_Reason (if 3 or below):  | \_\_\_\_\_\_\_\_Reason (if 3 or below):  |
| **To Summarize****What can we do to serve you better?** (also include comments on individual staff performance)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_* **Check here** if you would like a **reply.**
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