|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **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 | Telephone  Etiquette | 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.** | | | | | | |