The staff at the San Diego Electrical Training Center is committed to making your visit/contact with our office a pleasant one, and that begins with offering you service that is fast, friendly, and responsive. So let us know how we're doing by taking a few moments to complete this survey. We welcome any suggestions you may have for how we can improve the service we give you. Your feedback is also how we recognize our staff.

4675 Viewridge Avenue, San Diego, CA 92123
Phone: (858) 569-6633 Fax: (858) 569-0624
Email: info@positivelyelectric.org

Date of Visit/Contact: _____ Nature of Visit/Contact: _____

Did you have an appointment?

- ○ Yes
- ○ No

How long did you have to wait before you were seen by a staff member?

- ○ Less than 5 minutes
- ○ 5 - 10 minutes
- ○ 11 - 20 minutes
- ○ 21 - 30 minutes
- ○ More than 30 minutes

Staff Member(s) Who Assisted You During Your Visit/Contact:

- ○ Gail
- ○ Ellen
- ○ Irene
- ○ Judy
- ○ Katie
- ○ Other (state who) _____

Performance & Quality of Your Visit/Contact	**Very Good**	**Average**	**Poor**	**Unacceptable**
Friendliness/courtesy of the staff member(s).	○	○	○	○
Staff's prompt acknowledgment upon your arrival.	○	○	○	○
Promptness in responding to your needs.	○	○	○	○
Attitude towards your requests.	○	○	○	○
Knowledge of the staff member(s).	○	○	○	○

Comments (describe good or bad experience): _____

Facility (If In Person)	**Very Good**	**Average**	**Poor**	**Unacceptable**
Facility cleanliness.	○	○	○	○

Comments (describe good or bad experience): _____

Overall rating of our service during your visit/contact: ○ ○ ○ ○

Person who went **ABOVE AND BEYOND** that should be recognized (state reason):

Please tell us what, if anything, we can do to make future visits to our office more enjoyable for you.

Your name & phone number (optional): _____