

HOW ARE WE DOING?

To serve you better, Custodial Services would like to know what you think about the cleaning services provided to your department or building. Please take time, at your convenience, to respond to the following survey.

If you know of someone else in your building that we should survey, feel free to make a copy for them or let us know who they are. You may mail your responses to Custodial Services Director Gene Woodard at Box 355010

Are we meeting your service or cleaning needs? (circle one) YES NO
If no, what can we do to meet your cleaning needs?

Is it easy to do business with us? (circle one) YES NO
If no, please explain.

Are request and complaints being handled promptly? (circle one) YES NO
If no, please explain.

Are you aware that there are additional services available for a charge? (circle one) YES NO

Are we responsive and professional? (circle one) YES NO
If no, please explain.

What are we doing well that you would like us to continue?

What can we do to improve services?

Do you have special security or alarm issues that we need to be aware of?

Do you have special projects you would like custodians to consider (for instance, during Quarter breaks)?

Do you find our website accurate, useful, and easy to navigate? If no to any of these, what would improve it?
(<http://www.washington.edu/admin/facserv/custodial/>)

Please rank our quality of service of a scale of 1 (poor) to 5 (excellent). Circle one: 1 2 3 4 5

Additional comments/feedback:

Name: _____ Phone Number: _____

Building: _____ Date: _____

OUR MISSION STATEMENT:

To provide excellent custodial service that provides exceptionally clean and sanitary learning, teaching, research, and working environments for students, faculty, staff, and visitors.