



Haverhill

Office of the Mayor – Room #100
Phone: (978) 374-2300 Fax: (978) 373-7544
James J. Fiorentini, Mayor – mayor@cityofhaverhill.com

Mayor Fiorentini's Customer Feedback Form

Date of Visit/Call: _____

Department Visited/Called: _____

Name of Employee (if known): _____

Please tell us how well we are serving you! On a scale of 1 to 3 where: 1=Exceptional 2=Average 3=Poor

- Were you greeted in a friendly manner? 1 2 3
- Were your transactions handled accurately and completely? 1 2 3
- Did you find the staff knowledgeable and helpful? 1 2 3
- Was the wait time acceptable?
○ Approximate wait time: _____ 1 2 3

Did you encounter a positive experience? We want to know!

Comments:

Did you encounter a negative experience? We want to know!

Comments:

Can you suggest any improvements to our service?

Contact Information (optional):

NAME

ADDRESS

PHONE

Thank you for your time. You may return this form by one of the following means: give to the Department Head, fill out online and send to the Mayor, or drop in the Customer Survey Box in the Information Booth (located on the 1st floor at City Hall). The Mayor will review all submitted Feedback Forms and send **all** forms to the Department Head for review. The Department Head will then respond in writing to the Mayor only when a negative experience is noted.

Office Use Only:
 Positive Negative
 Sent to Dept Head
 Response Required