To Our Valued Customers:

Our continued success depends on how well we serve you. The most important step to achieving this is by listening to you. Please help us to make MWR your first choice.

To continue meeting your needs, we ask that you tell us:

- when we do things right
- when we don't
- how we can do better

Our promise to you is to:

- read every Feedback form
- take timely action when required
- incorporate your ideas when feasible
- respond to you upon request

You can help us to serve you better by responding, so please take a moment to give us your comments.

Thank you for your time,
Randy B. Cone
Chief of MWR Branch
R.B.Cone@larc.nasa.gov

Information Required by the Privacy Act of 1974
Authority: 10 U.S.C. 3013
Principle Purpose: Information used to collect, review, and report customer service data
Routine Uses: Establish a tracking system that identifies customer comments in an effort to improve customer service
Disclosure: Voluntary

www.nasa.gov

Office of Human Capital Management
Morale, Welfare & Recreation Branch

Chief of Morale, Welfare & Recreation Branch
NASA Langley Research Center, MS 174
Building 1195 Room 158
Hampton, Virginia 23681

Please give Customer Feedback Form to Facility Staff or place in distribution mail to the address below.
Thank you!

National Aeronautics and Space Administration

LANGLEY RESEARCH CENTER

Office of Human Capital Management
Morale, Welfare & Recreation Branch

Customer Feedback Survey

Office of Human Capital Management Morale, Welfare & Recreation Branch

Our goal is to provide you with the highest quality products and services. As a valued customer, we would appreciate it if you would take a few moments to answer the following questions:

MWR Activity Visited: (please circle)

After Burners
Cafeteria Catering
Main Cafeteria
Picnic Area
Vending
Child Development Center
Summer Camp
Exchange Shop
Gymnasium
Medical Clinic
Fitness Center

Tell us about your visit:

What day did you visit? _____

Time of visit? _____**am/pm**

How often do you visit this location?
Frequently Often Sometimes Seldom

How would you rate the value vs. money spent, if applicable?
Excellent Good Fair Poor

Please explain:

_____
_____
_____
_____
_____
_____
_____
_____

Tell us about the personnel providing your service:

	Excellent	Good	Fair	Poor
Timeliness	○	○	○	○
Friendliness	○	○	○	○
Clear Communication	○	○	○	○
Product/Service Knowledge	○	○	○	○
Adequate # of Employees	○	○	○	○

Tell us about the product purchased and/or the services used:

	Excellent	Good	Fair	Poor
Variety/Selection	○	○	○	○
Quality	○	○	○	○
Adequate Temperature of Food	○	○	○	○

Tell us about the facilities:

	Excellent	Good	Fair	Poor
Parking	○	○	○	○
Security	○	○	○	○
Safety	○	○	○	○
Cleanliness	○	○	○	○
Interior Lighting	○	○	○	○
Hours of Operation	○	○	○	○
User Convenience	○	○	○	○
Heating/Cooling	○	○	○	○

How would you rate your experience?
Excellent Good Fair Poor

How would you rate our products or services when recommending them to others?
Excellent Good Fair Poor

If you experienced a problem with a product or service, was a manager on duty notified?
Yes No

Were you satisfied with how the problem was resolved?
Yes No

Please circle what title best describes you:

DOD Employee
Federal Employee
NASA Civil Servant
NASA Contractor
NASA Family Member
Retired NASA Employee
Student
Visitor (No NASA affiliation)

Comments?

_____
_____
_____
_____
_____
_____
_____

For a reply to your comments, please include the following information:

Name: _____
Address: _____
_____
City: _____ **State:** _____
Zip: _____