



How is Our Service?

1. **Why were you in the office today?** (Circle one answer)
 - a. To see GAIN Counselor
 - b. To see Job Developer
 - c. To see Child Care Worker
 - d. Orientation/Appraisal
 - e. Job Search
 - f. Job Club/GOALS
 - g. Other (please list) _____

2. **Who were you here to see?**
Employees Name _____

3. **Was this person friendly, respectful and helpful?** (Circle one answer)
 - a. Very friendly, respectful and helpful. ☺
 - b. Somewhat friendly, respectful and helpful. ☺
 - c. Not friendly, respectful and helpful. ☹

4. **Did you have an appointment today?** (Check one box) Yes No
If you checked yes to question 4, how long did you have to wait? (Circle one answer)
 - a. 1 - 10 minutes
 - b. 11 - 20 minutes
 - c. 21 - 30 minutes
 - d. More that 30 minutes
 - e. I was seen on or before my appointment time

5. **When you call and leave a message, how soon is your call returned?** (Circle one answer)
 - a. Same Day
 - b. Within 24 hours
 - c. More than 2 Days
 - d. Never Returned
 - e. I don't have a phone
 - f. I don't have an answering machine

6. **Were your needs met?** (Check one box) Yes No

7. **Is there something GAIN can do to better serve you?** (Attach another sheet if necessary)

8. **Optional information:**
Your Name _____
City you live in _____

FOR COUNTY USE ONLY
Last 4 digits of the worker number _____
District office Number _____