



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?
Employee 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 _____