

HALL COUNTY APPRAISAL DISTRICT SATISFACTION SURVEY

As a means of maintaining and improving our quality customer relations, it would be greatly appreciated if you take a few moments and answer the following questions as honestly as possible. If you were favorably impressed by the services our staff provided, we would appreciate knowing this. If you were not favorably impressed with certain aspects of our service, we need to know this too. Your suggestions for improvement will allow us to improve our program. Your attention to this matter is greatly appreciated.

1. Did staff personnel treat you in a respectful and courteous manner? Yes No
2. Were you satisfied with the service provided to you? Yes No
3. Were the staff employees knowledgeable of the resources in question? Yes No
4. Were your questions answered and problems resolved to your satisfaction? Yes No
5. Overall, were you pleased with your services here at HCAD? Yes No
6. Did the front desk personnel treat you in a friendly, courteous way? Yes No

Thank you for your time and honesty in completing this survey. All feedback will allow us to continually improve our services in the future. We hope your recent visit was as pleasant as possible and resulted in an improved status of your taxation process.

NAME: _____ PHONE: _____ DATE _____

You are welcome to print and complete this survey and mail to:

Hall County Appraisal District
512 Main St., Suite No. 14
Memphis, Texas 79245