

Bentonville Fire Department
Customer satisfaction survey

We take your feedback seriously! Our goal is to provide superior customer service through quality management. Your feedback will be used to improve operations and provide commendation to those who exhibit excellence in customer satisfaction. Thank you for assisting us in making our department the best it can be.

What type of contact did you have with the **Bentonville Fire Department**? [drop down selection]

*Public encounter
 Telephone
 Media*

*Ambulance
 Rescue
 FIRE*

	N/A	Unsatisfactory	Average	Superior	Exemplary
How would you describe the service provided?	[]	[]	[]	[]	[]
Professional Attitude of our personnel? (Concern, Compassion & Respect)	[]	[]	[]	[]	[]
Professional Proficiency of our personnel? (Skill level in mitigating the emergency)	[]	[]	[]	[]	[]
Professional Engagement of our personnel? (Ability to answer questions & address issues)	[]	[]	[]	[]	[]
Please rate your overall experience.	[]	[]	[]	[]	[]

Comments: Date of Service/Description of Events

Follow up: Recommendations/Contact Information (Optional)
