



Town of Henrietta

Youth Bureau and Recreation Department

Customer Service Survey



We are genuinely committed to looking for ways to improve our service to our residents. We can only do this if you let us know how we are doing. We look forward to working with you in 2011. You may also find this survey online at www.henrietta.org.

1) What was the purpose and date of your visit? Location: _____

Registration _____

Cabin/Pavilion Reservation _____

Other Information _____

2) Were you able to obtain the service you were looking for? _____

3) Was our service timely and efficient? _____

4) Quality of service by our staff:

A – Outstanding: B – Good: C – Fair: D – Needs Improvement

Courteous _____

Knowledgeable _____

Helpful _____

Accessible _____

Was there someone who was especially helpful? _____

5) Comments _____

Optional Information

Name: _____

Address: _____

Phone: _____

E-mail: _____

You may return by mail to Karen McArthur at 475 Calkins Road; Henrietta, NY 14467 or fax to 585-359-1337. You may also email your thoughts to kmcarthur@henrietta.org.