

## Area Office Member Satisfaction Form

*Our Mission:*

*To provide increased service to GA. Area 11 as well as assistance, information and support to the professional community and any individual whose life is affected by the disease of alcoholism.*

Dear Members, if you received assistance, information, or support from our Area Office, we would appreciate your feedback and any suggestions on how we can improve our service. We will include this form with every order in the months of **Jan, May, and Sept.** of each year. Please complete and return with your payment. Also, the form can be accessed and submitted at any time from our website: <http://www.ga-al-anon.org/>

Thanks!

Please indicate the type of assistance you requested:

\_\_\_\_\_ Literature Orders

\_\_\_\_\_ General questions, support via phone, in-person or email

\_\_\_\_\_ Other

Please rate the following items by checking the items below that best represents your satisfaction with the level of service you received.

### OFFICE CONTACT

Did you receive polite and cordial assistance?

\_\_\_\_\_ Completely Unsatisfied \_\_\_\_\_ Fully Satisfied

\_\_\_\_\_ Partially Satisfied \_\_\_\_\_ Exceeded Expectations

Was the person professional?

\_\_\_\_\_ Completely Unsatisfied \_\_\_\_\_ Fully Satisfied

\_\_\_\_\_ Partially Satisfied \_\_\_\_\_ Exceeded Expectations

Did the assistance meet your needs?

\_\_\_\_\_ Completely Unsatisfied \_\_\_\_\_ Fully Satisfied

\_\_\_\_\_ Partially Satisfied \_\_\_\_\_ Exceeded Expectations

**- Please complete other side -**

**SERVICE DELIVERY**

Was the order delivered in a timely manner?

\_\_\_\_\_ Completely Unsatisfied \_\_\_\_\_ Fully Satisfied  
\_\_\_\_\_ Partially Satisfied \_\_\_\_\_ Exceeded Expectations

Was the order accurate?

\_\_\_\_\_ Completely Unsatisfied \_\_\_\_\_ Fully Satisfied  
\_\_\_\_\_ Partially Satisfied \_\_\_\_\_ Exceeded Expectations

Did the assistance add value to you placing the order?

\_\_\_\_\_ Completely Unsatisfied \_\_\_\_\_ Fully Satisfied  
\_\_\_\_\_ Partially Satisfied \_\_\_\_\_ Exceeded Expectations

Use the space bellow to comment on any of the items above or to offer comments and suggestions. Our intent is to meet the expectations of every member. Your suggestions and comments will help us meet this goal.

**Comments:**

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Thank you for participating in this survey.  
Your comments and concerns are important to us!

Please return form with payment or e-mail completed form to

**areaoffice@windstream.net**