Chandler Parks and Recreation Division
Customer Satisfaction Survey

We are dedicated to providing the finest services to you. Our primary goal is your satisfaction! Your opinion about our services is very important. Please help us serve you better by answering the following questions:

1. How would you rate our registration process (if applicable):
   - [ ] Excellent
   - [ ] Good
   - [ ] Satisfactory
   - [ ] Needs Improvement

   If “Needs Improvement,” explain: __________________________________________________________

2. Did the program/event meet your expectations?
   - [ ] Excellent
   - [ ] Good
   - [ ] Satisfactory
   - [ ] Needs Improvement

   If “Needs Improvement,” explain: __________________________________________________________

3. Did the instructor/staff display professional and enthusiastic behavior?
   - [ ] Excellent
   - [ ] Good
   - [ ] Satisfactory
   - [ ] Needs Improvement

   If “Needs Improvement,” explain: __________________________________________________________

4. Was the staff courteous, knowledgeable, and responsive?
   - [ ] Excellent
   - [ ] Good
   - [ ] Satisfactory
   - [ ] Needs Improvement

   If “Needs Improvement,” explain: __________________________________________________________

5. How would you rate the condition of the facility/park and equipment?
   - [ ] Excellent
   - [ ] Good
   - [ ] Satisfactory
   - [ ] Needs Improvement

   If “Needs Improvement,” explain: __________________________________________________________

6. What did you like most about this program/class/instructor/event?
   __________________________________________________________
   __________________________________________________________

7. Do you have suggestions that might help the program/class/instructor/event improve?
   __________________________________________________________
   __________________________________________________________

8. Overall Customer Satisfaction
   - [ ] Excellent
   - [ ] Good
   - [ ] Satisfactory
   - [ ] Needs Improvement

   If “Needs Improvement,” explain: __________________________________________________________

9. How did you learn about the activities offered through Parks and Recreation? (Check as many as apply.)
   - [ ] Break Time
   - [ ] Cable TV (Come Out and Play, Chandler!)
   - [ ] Program Flyer
   - [ ] Word of mouth
   - [ ] Newspaper
   - [ ] Other: __________________________________________________________

10. Do you have any other comments about our programs, events, services, and performance?
   __________________________________________________________
   __________________________________________________________

11. What other types of leisure classes or programs would you like to see the Parks and Recreation Division offer?
   __________________________________________________________

   Thank you very much for your time!