



Customer Survey

Customer feedback is important to ARBOR Associates, Inc. To ensure that we are delivering the highest quality staffing services to our customers and for us to assess our performance, we would like to ask for your participation in completing and returning the following survey. Thank you!

Please send this form to the office of your choice

Boston Arbor Associates, 15 Court Square, Suite 1500, Boston, MA 02108

Worcester Arbor Associates, 51 Union Street, Worcester, MA 01608

Providence Arbor Associates, 1 Richmond Square, Suite 114K, Providence, RI 02906

Program Name _____

Agency Name _____

Completed By _____ Title _____

Email _____

The following is a scale that represents different levels of satisfaction with ARBOR's staffing services to your program. Please check off the number that best represents your answer to each question.

5
Extremely Satisfied
4
Very Satisfied
3
Satisfied
2
Unsatisfied
1
Very Unsatisfied

The following questions measure your satisfaction with ARBOR staff assigned to your program:

	5	4	3	2	1	no opinion
1. Do our employees arrive on-time to your program and are they dependable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Do our employees integrate well with your staff and become part of your team?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Do our employees arrive on-time to your program and are they dependable? Does our staff take initiative and ask questions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Does our staff follow directions and take instructions well?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Does our staff complete all tasks required of them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Are our staff professional and respectful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Overall rating of our ARBOR field staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments _____

The following questions measure your satisfaction of our service and our internal/office staff:

	5	4	3	2	1	no opinion
8. Do you feel taken care of by ARBOR?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Do you receive frequent and timely updates?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Do we resolve issues to your satisfaction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Do we communicate clearly with you and your staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Overall rating of our service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments _____

