

# Customer Service Survey

Welcome to the Lexington County Auditor's Office. Our goal is to provide each citizen with quality, efficient and friendly service so that you can get the information you need and return to your jobs or families as soon as possible. The following survey is designed to help us not only be held accountable to that goal but also listen to your ideas on how we can improve.

Date of Visit/Phone Call (MM/DD/YYYY):

What service did we provide to you and what was the nature of your visit?

Please Explain:

Was the amount of time you had to wait before speaking to a member of our staff acceptable?

Yes      No

Approximately, how long was your wait time?

5-10 minutes      15-25 minutes      30 minutes - hour

Was our staff knowledgeable and able to provide you with the information you needed?

Yes      No

Please Explain:

Was our staff courteous and friendly?

Yes      No

Please Explain

Was our staff sincere and concerned about meeting your needs?

Yes      No

Please Explain:

Did our staff member give you their name?

Yes      No

If yes, who assisted you?

On a scale of 1-10 with ten being the highest and one the least, how would you rate your over-all experience with the Auditor's office?

1      2      3      4      5      6      7      8      9      10

Name

Optional      Address

City

State

Zip Code

Thank you for taking the time to complete this survey. If there is anything I can do for you or if you would like to discuss the contents of this survey in person, please feel free to contact me directly. Upon completion of this form please email it to [charmon@lex-co.com](mailto:charmon@lex-co.com).

Sincerely,  
Chris Harmon  
Lexington County  
Auditor  
803-785-8445  
[charmon@lex-co.com](mailto:charmon@lex-co.com)