

Customer Satisfaction Survey



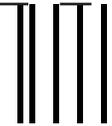
The Department of Liquor strives to provide service that exceeds public expectations. The information you provide in the survey below will help the staff better serve you. You may provide specifics about your experience in the "comments" area. If you wish, you may remain anonymous.

	Exceeds Expectations	Meets Expectations	Needs Improvement	Not Applicable
Overall Experience				
Staff's willingness to help				
Staff's ability to answer your questions				
Accuracy of information received				
Response time for returned phone calls				
Wait time on hold when seeking information by phone				
Wait time when seeking information via email				
Wait time to meet with department staff				
Courtesy and respect was extended by staff				
Problems were handled quickly and efficiently				
Level of professionalism				
Forms and form instructions were easy to complete				
Overall satisfaction with the services you received from the Department				
Experience with the License Division				
Staff's knowledge of licensing processes				
Overall satisfaction with the License Division				
Experience with the Compliance Unit				
Your compliance issues were handled fairly				
Overall satisfaction with the Compliance Unit mail-in program				
Experience with the Audit Division				
Audit was completed in a timely manner				
All records were returned in a timely manner				
Courtesy and respect extended by auditor during interview, inspection & audit				
Experience with the Investigation Division				
Investigation was completed in a timely manner				
Courtesy and respect extended by officer during Routine Liquor Inspection of your premises				
Experience with the Department of Liquor website (www.azliquor.gov)				
Ease of finding what you were looking for				
Found information useful				

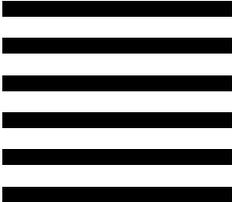
Name: _____ License type: _____ Daytime phone: (____) _____ Email: _____

Comments: _____

10/1/2013



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