

# Let's hear from you...

Dear Consumer:

To help Osceola County improve our services, we ask you to share your opinions with us in order to help determine how well we are meeting your needs. We are committed to providing you with the highest standards of service.

We value your comments and hope that you will take a few minutes to complete this form. The comments you provide are our most valuable source of information to improve our service.

For your convenience, you may place your completed survey in the survey box, mail it or drop it off at the Coordinator's Office, located at 602 W. Upton Ave., Reed City, Michigan.

Thank you.



Osceola County  
602 West Upton Avenue  
Reed City MI 49677

County Government Works

OSCEOLA COUNTY  
COORDINATOR'S OFFICE  
602 W. UPTON AVE.  
REED CITY, MI 49677

Place  
Stamp  
Here



## YOUR OPINION MATTERS



We want to know how well we are meeting your needs and where we need to improve.

Please take a few minutes to rate our service, then fold and seal this form and drop into any U.S. mailbox

Or:

Save your stamp and drop it off in the survey box or at the Coordinator's Office, located at 602 W. Upton Ave., Reed City, Michigan.

Osceola County Government  
Web site: [www.osceola-county.org](http://www.osceola-county.org)



**ABOUT YOU**

GENDER -  Male  Female

AGE -  Under 20  21-35  36-50  
 51-65  66+

DEPARTMENT(S) YOU VISITED:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

REASON FOR YOUR VISIT:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

HOW OFTEN DO YOU VISIT:

First Time  Monthly  Yearly

Other:

\_\_\_\_\_  
\_\_\_\_\_

**ABOUT OUR SERVICE**

5=EXCELLENT; 4=VERY GOOD; 3=GOOD;  
2=FAIR; 1=POOR

Courtesy - Staff was polite and respectful,  
and easy to discuss issues with.

5    4    3    2    1

Speed of Service - You were promptly  
waited on and assisted in a timely manner.

5    4    3    2    1

Professionalism - Staff was organized, well  
groomed, and communicated  
appropriately.

5    4    3    2    1

Knowledgeable - Staff was knowledgeable,  
understood issue, and gave skilled  
assistance.

5    4    3    2    1

Facilities/Accommodations - Areas were  
clean, comfortable, easily accessible,  
private, and secure.

5    4    3    2    1

Service - Staff was pleasant, helpful,  
prompt, and responsive to needs.

5    4    3    2    1

Information - Information/forms requested  
were provided.

5    4    3    2    1

General - Please rate your overall  
encounter with the office.

5    4    3    2    1

**YOUR COMMENTS**

\_\_\_\_\_  
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**WOULD YOU LIKE TO BE CONTACTED?**

Please provide your name and contact  
information ONLY if you would like to be  
contacted by a supervisor in response to  
your comments.

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_