

**Evaluation form**

 **Rate your experience!**

 Date of Visit: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Branch: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please rate your experience by putting a check mark on the box provided.**

**Kindly rate according to the procedures taken.**

**1. PROCEDURE TAKEN**

 Inquiry Submission Credit Investigation

 Account Opening Promissory Note Signing Releasing

**2. STAFF COURTESY AND CUSTOMER SERVICES**

 a. Friendliness excellent very satisfactory good poor

 b. Attentiveness excellent very satisfactory good poor

 c. Completeness of information excellent very satisfactory good poor

 d. Knowledge of work excellent very satisfactory good poor

 e. Courteousness excellent very satisfactory good poor

 f. Speed of Service excellent very satisfactory good poor

 g. Grooming excellent very satisfactory good poor

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back portion

**3. OFFICE ENVIRONMENT**

 a. Ambiance excellent very satisfactory good poor

 b. Clean Floors excellent very satisfactory good poor

c

 c. Lightning excellent very satisfactory good poor

 d. Office Temperature excellent very satisfactory good poor

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 e. RestRooms excellent very satisfactory good poor

**4. COMMENTS AND SUGGESTIONS (Areas for Improvement)**

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**5. COMMENDATION (name of staff satisfies you)**

 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Thank you for letting us serve you!**

**We Value your response…..**