



INDIANA UNIVERSITY
BLOOMINGTON

Building Services Division Customer Survey Form

Facility Rep Name _____ Building _____ Date _____

Email Address: _____

Please use the following scale to provide a numerical score to answer each question below.

Customer Expectations

Below – Met - Exceeded

1 – 2 – 3 – 4 – 5 – N/A

Is your Building Services Management Team courteous and professional?	
Are you satisfied with the communication with our Management Team?	
Are the cleaning requests you make to our Management Team completed in a timely manner?	
Are we meeting your expectations for the overall custodial care in your area?	
If you have a day custodian in your area, is he/she courteous, friendly and professional while performing the job duties?	
Is our receptionist helpful and pleasant over the phone when you call our office?	

Please provide below any comments or suggestions that you have for improving our custodial service to your department.