



JOINT FORCES COMMAND
VIRGIN ISLANDS NATIONAL GUARD
U.S. PROPERTY & FISCAL OFFICE
INTERNAL REVIEW OFFICE

Customer Satisfaction Survey

Engagement # _____

Title: _____

Internal Review (I.R.) administers a customer survey for all auditee requested engagements to obtain feedback on customer satisfaction and identify opportunities for improvement. Please complete this questionnaire and return it to Ms. Jerraine Wynter, Supervisory Accountant (IR Evaluator), at the I.R. office.

The results of the survey are evaluated to determine whether any corrective action is required to increase the effectiveness of future engagements and to aid in the continuous improvement of our services. Please indicate your agreement with each of the following statements by circling the appropriate number to the right of each statement. Suspense date is five (5) days after receiving this survey document. As always; your cooperation will be greatly appreciated.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Neither Agree or Disagree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
5	4	3	2	1

1. Did the engagement met your expectancies? [5 4 3 2 1]
2. Was the Evaluator courteous and professional throughout the Review? [5 4 3 2 1]
3. Did the Evaluator kept you informed about the Review work? [5 4 3 2 1]
4. Was the interaction with the Evaluator positive and understandable? [5 4 3 2 1]
5. Overall, how did we do? [5 4 3 2 1]

Customer Satisfaction Survey
(Continued)

Engagement # _____

Title: _____

Other comments including suggested improvements and areas of good performance:

REVIEW REQUESTER COMMENTS:

Signature: _____

Telephone: _____

Position: _____