



# TEXAS DEPARTMENT OF AGRICULTURE

1258 CR 226 / P.O. Box 1518

Giddings, Texas 78942

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[www.agr.state.tx.us](http://www.agr.state.tx.us)

## CUSTOMER SURVEY

In order to serve you better, the Texas Department of Agriculture Metrology Laboratory asks that you **PLEASE** complete the following survey and return to us by mail or fax.

Use the following rating system for the questions below:

**5 – Very Satisfied 4 – Satisfied 3 – OK 2 – Dissatisfied 1 – Very Dissatisfied**

How was your reception when you visited the Metrology Laboratory?

5  4  3  2  1

Please Comment: \_\_\_\_\_

Your equipment was received (taken into custody) promptly when you arrived for your appointment?

5  4  3  2  1

Please Comment: \_\_\_\_\_

The staff was professional, courteous, and knowledgeable?

5  4  3  2  1

Please Comment: \_\_\_\_\_

Your equipment was tested and completed within a reasonable timeframe?

5  4  3  2  1

Please Comment: \_\_\_\_\_

Phone calls were returned promptly?

5  4  3  2  1

Please Comment: \_\_\_\_\_

You were satisfied with the answers to all your questions?

5  4  3  2  1

Please Comment: \_\_\_\_\_

The Report of Calibration for your equipment was accurate and complete?

5  4  3  2  1

Please Comment: \_\_\_\_\_

Was your appointment letter clear and easy to understand?

5  4  3  2  1

Please Comment: \_\_\_\_\_

How would you rate the appearance and tidiness of the metrology laboratory?

5  4  3  2  1

Please Comment: \_\_\_\_\_

How would you rate your overall visit to the metrology laboratory?

5  4  3  2  1

Please Comment: \_\_\_\_\_

Form #: TX01AR23-R2

Issue Date: August 2004

Revision Date: 07/02/09

Tape Here

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Fold along dotted line

Place  
Stamp  
Here

Texas Department of Agriculture  
Metrology Laboratory  
P.O. Box 1518  
Giddings, Texas 78942

Attn: Customer Survey Review

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