Customer Feedback Form

Please let us know how we may better serve you by completing our feedback questionnaire.

What service did you request from the GBRA Lab?

- [ ] Well testing
- [ ] Permit testing
- [ ] Routine testing
- [ ] Bacteria testing
- [ ] Sampling
- [ ] Water quality testing
- [ ] Other ____________________________

What customer type most closely describes you?

- [ ] Municipality or utility
- [ ] Consulting firm
- [ ] Public water system
- [ ] Oil and gas company
- [ ] Private well owner
- [ ] Water bottler
- [ ] Real estate company
- [ ] Laboratory
- [ ] Other ____________________________

When was your most recent visit?

- [ ] Past week
- [ ] Past month
- [ ] Past year

Please rate the following questions by circling the number that best describes your experience.

Very Satisfied - 5  Satisfied - 4  Neutral - 3  Unsatisfied - 2  Very Unsatisfied - 1  Not Applicable - NA

How satisfied were you with the service you received? ................................. 5  4  3  2  1  N/A

How satisfied were you with the knowledge of the staff who helped you? ................................. 5  4  3  2  1  N/A

How satisfied were you with the amount of time it took to complete your request? .................... 5  4  3  2  1  N/A

How satisfied were you with the cost of your request? .......................................................... 5  4  3  2  1  N/A

How satisfied were you with the ease of use and readability of the lab report? ............................. 5  4  3  2  1  N/A

How would you rate your experience with the GBRA Lab? ...................................................... 5  4  3  2  1  N/A

How did you find out about the GBRA Lab? ________________________________

Is there a particular person you would like to recognize? Please give their name and how they excelled? ________________________________

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Do you have any suggestions or comments for how the GBRA Lab could serve you better? ________________________________

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