



Osceola County Building Office
 1 Courthouse Square, Suite 1400
 Kissimmee, FL 34741
 Ph: (407) 742-0200 Fax: (407) 742-0202

Customer Service Questionnaire

In an effort to provide the highest quality of service, we would appreciate your feedback!
 Please return when your project is completed.

What was the purpose of your visit?

Building Code information/Questions

	Excellent	Good	Fair	Poor
Overall service quality	_____	_____	_____	_____
Employee attitude	_____	_____	_____	_____
Employee knowledge	_____	_____	_____	_____
Timeliness	_____	_____	_____	_____

Permit Process

	Excellent	Good	Fair	Poor
Overall service quality	_____	_____	_____	_____
Employee attitude	_____	_____	_____	_____
Employee knowledge	_____	_____	_____	_____
Timeliness	_____	_____	_____	_____

Plan Review

	Excellent	Good	Fair	Poor
Overall service quality	_____	_____	_____	_____
Employee attitude	_____	_____	_____	_____
Employee knowledge	_____	_____	_____	_____
Timeliness	_____	_____	_____	_____

Construction/ Inspections/ Certificate of Occupancy

	Excellent	Good	Fair	Poor
Overall service quality	_____	_____	_____	_____
Employee attitude	_____	_____	_____	_____
Employee knowledge	_____	_____	_____	_____
Timeliness	_____	_____	_____	_____

Contractor Licensing application/ information

	Excellent	Good	Fair	Poor
Overall service quality	_____	_____	_____	_____
Employee attitude	_____	_____	_____	_____
Employee knowledge	_____	_____	_____	_____
Timeliness	_____	_____	_____	_____



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Suggestions/Comments:

Thank you for your comments!

Thank you for completing this questionnaire. If indicated below, we will contact you on specific concerns. If you desire, you may contact the Building Office by telephoning (407) 742-0202 or by email at kmar4@osceola.org.

- I wish to be contacted
- I do not wish to be contacted
- I wish to be contacted by the Building Office Director personally.

If you wish to be contacted, please fill out the following:

Name _____ Company _____

Address _____ Phone _____

_____ Date _____