

DAVIDSONWORKS & NCWORKS CAREER CENTER CUSTOMER SERVICE SURVEY REPORTS
3rd Quarter PY2017
(January- March 2018)

NCWORKS CAREER CENTER THOMASVILLE	YES	NO	NO RESPONSE	SUGGESTIONS/COMMENTS
Total Responses-				
Was this your first visit?	33	87	0	<ul style="list-style-type: none"> • LaTrelle was a great help!! • Ms Money helped me out tremendously! • Thank you so much for your help. I couldn't have done it without your help. Everyone here is so nice, friendly & helpful. Thank you so much – Janet & Karen, you're the best! • Karen Kopa was great! • Everything was great and highly, helpful – LaTrelle • Wish there was an opening here, would like working with these people. They are very helpful • You guys were great! • Ms Karen was very helpful to me!! • Keep up the great job. Everyone was very nice & professional. • Karen was great! Very knowledgeable –good experience • No recommendations service and help was excellent • I was totally satisfied with the help of LaTrelle – just keep on rendering your service • I Loved Mrs Karen! • Love the WIOA program • Great staff - Love Janet, LaTrelle & Nancy!! • Ms Money was such a great help and such a pleasant person • Hire 10x more people like Karen Kopa – Thanks for what you guys do! • Everyone was great – Karen was awesome
Did staff address you in a professional and courteous manner?	33	0	0	
Did you receive service in a timely manner?	33	0	0	
Was the staff able to assist & answer your questions?	33	0	0	
Were our resources & available technology satisfactory?	120	0	0	
Please make any recommendations:				
Did you have specific needs and was staff able to help? If no, please explain:	0	0	0	
Would you recommend our services to friends or relatives?	120	0	0	
NCWORKS CAREER CENTER LEXINGTON	YES	NO	NO RESPONSE	SUGGESTIONS/COMMENTS
Total Responses- 60				
Was this your first visit?	37	20	3	<ul style="list-style-type: none"> • I expected NCWorks to work directly with the HR from other companies. • Great Service, Great People. • Katie was a huge help. She explained things well! • These folks are always willing to go beyond duty to help you. I love it and APPRECIATE IT. • Great support, outstanding customer service. Kudos to Ms. Cheryl. • Friendly workers, great staff, very helpful. • Excellent Service. • Great customer service, facility was very helpful. • Best place to look for a job. • Staff was very helpful. • Y'all are doing an excellent job. Thank you. • Everyone was very nice and helpful. • Courteous, Friendly, Professional • Great Service. I'm glad to meet you and is fabulous you help people and offer computer and prints for free.
Did staff address you in a professional and courteous manner?	60	0	0	
Did you receive service in a timely manner?	60	0	0	
Was the staff able to assist & answer your questions?	60	0	0	
Were our resources & available technology satisfactory?	60	0	0	
Did you have specific needs and was staff able to help? If no, please explain:	60	0	0	
Would you recommend our services to Friends or relatives?	60	0	0	