



**State of Alaska
Department of Public Safety
Alcoholic Beverage Control Board**

**Sean Parnell, Governor
Joseph A. Masters, Commissioner**

February 15, 2011

Hello,

As the director for the Alcoholic Beverage Control Board I would like to assure you we are committed to the highest quality of service possible. Because you have recently come in contact with an employee of the ABC Board I hope you can take a couple of minutes to tell us about your experience. Your feedback is important and it will assist us in improving our service.

The first part of the survey relates to your experience with the licensing function of the agency. The second part of the survey relates to your experience with enforcement. Thank you in advance for taking the time to assist us in performing our functions.

Sincerely,

Shirley A. Gifford
Director

LICENSING

1. In evaluating your most recent experience with licensing staff, was the quality of service you received:

Very poor Average Superior

1 2 3 4 5 6 7

Please describe any aspect of your contact that stood out:

2. The process of getting your issue resolved was:

Very poor Average Superior

1 2 3 4 5 6 7

Please describe any aspect of your contact that stood out:

3. The licensing employee was very courteous.

Strongly disagree Neutral Strongly agree

1 2 3 4 5 6 7

4. Which of the following qualities of the licensing employee stood out as being superior?

Patient

Enthusiastic

Listening carefully

Friendly

Responsive

Courteous

Other _____

5. What qualities of the licensing employee bothered you?

Not patient

Not enthusiastic

Did not listen carefully

Unfriendly

Unresponsive

Other _____

No qualities bothered me

6. The licensing employee handled my call quickly.

Strongly disagree Neutral Strongly agree

1 2 3 4 5 6 7

7. What would best describe your experience?

Kept me waiting (on hold if a telephone call)

I had to explain issue several times

Employee did not know how to handle problem

Employee had to ask others

Other _____

No improvement needed

8. The licensing employee was very knowledgeable.

Strongly disagree Neutral Strongly agree

1 2 3 4 5 6 7

9. The licensing employee:

- Gave me wrong information
- Did not understand my question
- Gave me unclear answers
- Was disorganized

Other _____

- No improvement needed

10. The waiting time for having my question addressed was satisfactory.

Strongly disagree Neutral Strongly agree

1 2 3 4 5 6 7

11. My phone call was quickly transferred to the person who could best assist me:

Strongly disagree Neutral Strongly agree

1 2 3 4 5 6 7

Please include any other information you would like to add.

ENFORCEMENT

Please indicate in what respect you have recently come in contact with a member of the enforcement unit of the ABC Board:

- Inspection in preparation for licensing, renewal, or transfer
- Walk through
- Investigation of an alleged violation
- Compliance check
- In response to a call for assistance

1. Which of the following qualities of the investigator stood out as being superior?

- Patient
- Enthusiastic
- Listened carefully
- Friendly
- Responsive

Other _____

2. What qualities of the investigator bothered you?

- Not patient
- Not enthusiastic
- Did not listen carefully
- Unfriendly
- Unresponsive

Other _____

No qualities bothered me

3. The investigator demonstrated respect for me and my business.

Strongly disagree Neutral Strongly agree

1 2 3 4 5 6 7

Please describe any aspect of your contact that stood out:

4. The investigator explained the purpose of the visit.

Strongly disagree Neutral Strongly agree

1 2 3 4 5 6 7

5. The investigator answered all my questions and concerns in a courteous manner.

Strongly disagree Neutral Strongly agree

1 2 3 4 5 6 7

6. The investigator was professional and appropriate throughout the contact.

Strongly disagree Neutral Strongly agree

1 2 3 4 5 6 7

Please describe any aspect of your contact that stood out:

7. If the contact was in response to your request, the process of getting your issue resolved was:

Very poor Average Superior

1 2 3 4 5 6 7

Please describe any aspect of your contact that stood out:

8. The investigator was very knowledgeable.

Strongly disagree Neutral Strongly agree

1 2 3 4 5 6 7

9. What would best describe your experience?

Interfered with my business longer than necessary

Investigator was not discreet

Investigator did not know how to handle problem

Investigator had to ask others

Other _____

No improvement needed

10. The process of getting your issue resolved was:

Very poor Average Superior

1 2 3 4 5 6 7

Please describe any aspect of your contact that stood out:

Please include any other information you would like to add.
