



**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.
