



TSUMEB MUNICIPALITY

PUBLIC NOTICE

SURVEY ON CUSTOMER SERVICE 2023

Dear valuable Clients,

Could you kindly take a short moment of your time to **assess** and **nominate** a Staff Member that is and has always assisted you in excellence during service delivery.

Characteristics to be assessed are for instance, was the staff member;

- ✓ **Professionalism**
- ✓ **Friendly**
- ✓ **Approachable**
- ✓ **Willing to assist/help**
- ✓ **Patient**
- ✓ **Good listener**
- ✓ **Problem Solver, etc**

Thank you for sparing your valuable time to complete the survey. Much appreciated!!!!!!!!!!!!!!



TSUMEB MUNICIPALITY

CUSTOMER SERVICE AWARD 2023

Criteria used: As per the Staff Recognition and Award Policy, 7.1

Name of Nominated Staff Member: _____

Department/Section: _____

How was the Staff Member of assistance to you? _____

Motivation as to why you are nominating this staff Member:



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