



NEWS RELEASE

For immediate release

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Beaufort survey seeks public input on City customer service, website use

A short online survey seeks public input about customer service at City Hall and the City of Beaufort's website.

The survey takes only minutes to complete. It is available on the city website homepage under Quick Links. The questionnaire will remain open until Oct. 17.

"Over the next several months we will be talking internally about how we can provide a better experience to our customers," Beaufort City Manager Scott Dadson said. "We are looking at what types of phone calls we receive, how quickly phone calls get returned, whether people can find what they need on our website, and how we can improve in all those areas."

Responses to the survey will help shape customer service training for city employees as well as how the city's website is refreshed and revised.

"Our goal is to provide the best service in the most efficient manner," Dadson said. "This survey is designed to be simple, easy to complete, and will help us identify where we are strong and where we need to improve in both customer service and with our website. We have a lot going on, and it's only going to get busier, but we cannot forget how important it is to help people and keep them informed."

To find the survey, go to www.cityofbeaufort.org and click on Customer Service Survey under Quick Links on the right hand side of the page. Here's the direct link:
<http://www.cityofbeaufort.org/customer-service-survey.aspx> .

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