# D.L. Hopkins, Jr. Senior Center

Duncanville
City of Champions

## *How Are We Doing?*

We are committed to providing you with the best experience possible, so we welcome your comments. Please fill out this questionnaire and place it in the comment box located at the Senior Center Foyer. Thank you.

Please rate the quality of the service you received from the Front Desk staff.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Disappointing Exceptional

Please rate the quality of the event, class, activity, services, or trip (please circle one you participated in).

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Disappointing ☐ N/A Exceptional

Was our staff…

Pleasant? ☐ Yes | ☐ No
Courteous? ☐ Yes | ☐ No
Informative? ☐ Yes | ☐ No
Prompt and efficient? ☐ Yes | ☐ No
Properly uniformed? ☐ Yes | ☐ No

Please rate the cleanliness of the facility.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Disappointing Exceptional

Please rate your overall experience.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Disappointing Exceptional

What brings you to the Senior Center most?

☐ Programs ☐ Rental Reservation ☐ Special Event

How frequently do you visit our Senior Center?

☐ 3-5 times per month ☐ 1-2 times per month

☐ Once every 2 months ☐ Other

# D.L. Hopkins, Jr. Senior Center

## *Continued*

Do you plan to return to our Senior Center?

☐ Yes | ☐ No

Would you recommend our Senior Center to a friend?

☐ Yes | ☐ No

Why, or why not?

If your visit was to celebrate a special occasion, how might we have made it more memorable?

Did any specific staff member provide you with exceptional service?

What classes, events, or activities would you like added to our services?

Please share any additional comments or suggestions.

**D.L. Hopkins, Jr. Senior Center**
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