



# **Customer Service Evaluation Process**

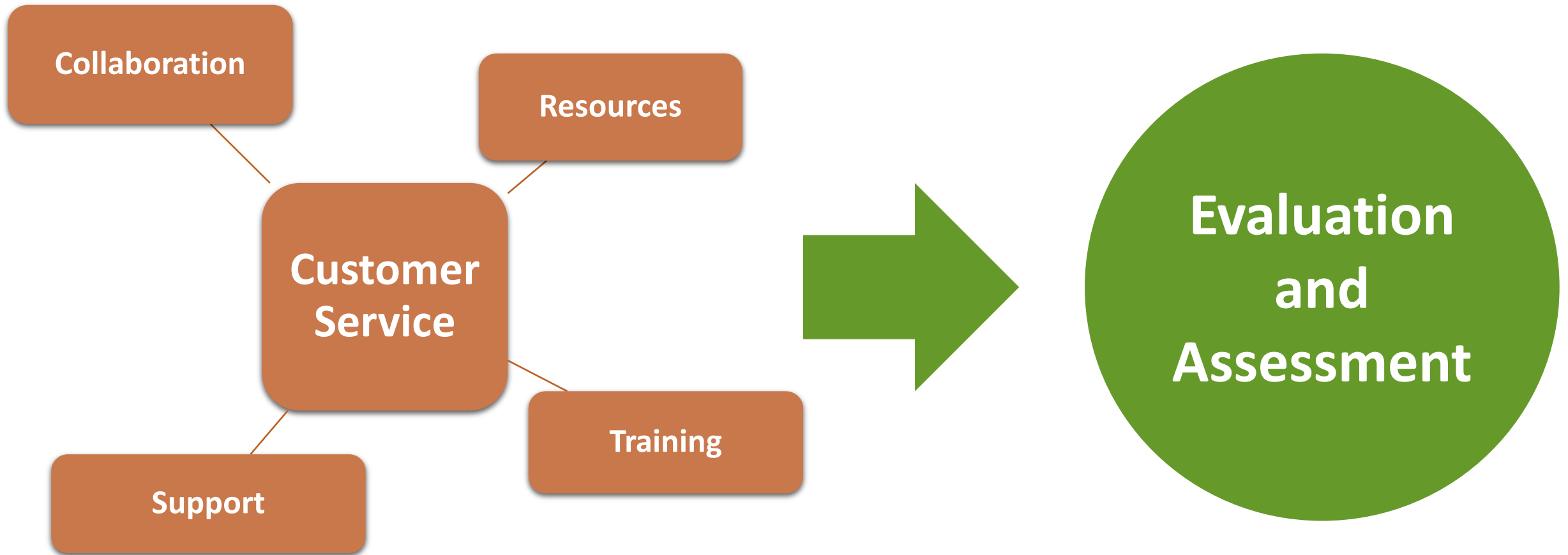
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# Introduction

**Think of a recent  
customer service  
experience**



# Customer Service Framework



# Feedback and Research



Commitment to continuous improvement

Pathways for public feedback

Data informs decision-making processes

# Customer Service Evaluation

Values

Goals

Actionable

5. How welcome do you feel when you are at THPRD? \*

1 2 3 4 5 6 7 8 9 10

Unwelcome Very Welcome

6. How well did we understand your questions and concerns? \*

1 2 3 4 5 6 7 8 9 10

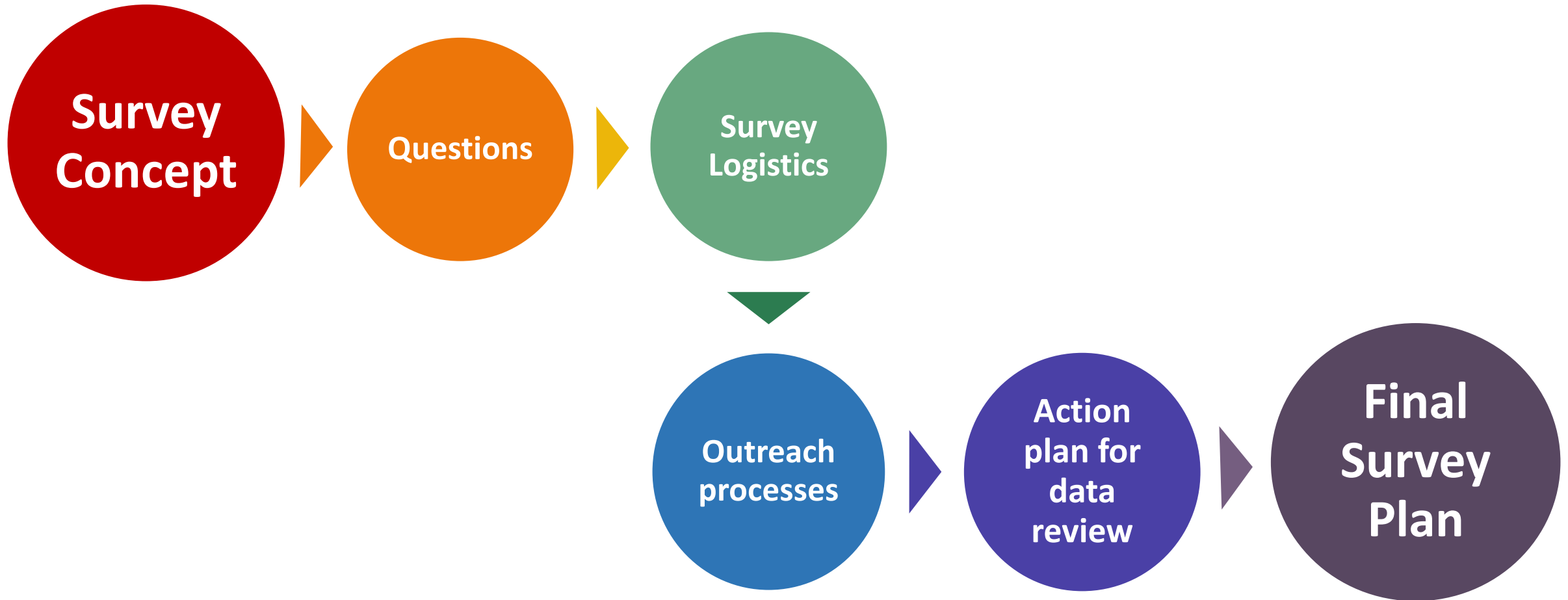
Not at All Very Well

7. How much time did it take us to address your questions and concerns? \*

1 2 3 4 5 6 7 8 9 10

Longer than expected Shorter than expected

# Process





# Next Steps

## Where are we headed?

- ✓ Finalize & deliver survey
- ✓ Review results
- ✓ Commit to action



# Reflections



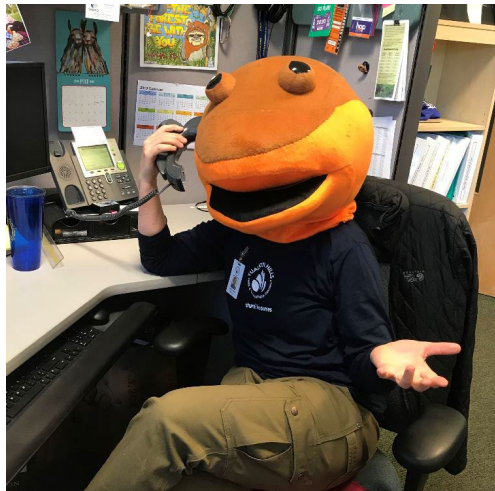
“We do not learn from  
experience...

we learn from reflecting on  
experience.”

- John Dewey



# Why we do this!





# Questions?



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