

## EMPLOYEE SATISFACTION SURVEY

Please take a few moments to tell us how you feel about your experience with our services.  
This survey is voluntary, anonymous and confidential.

Did the receptionist seem friendly and helpful? \_\_\_\_\_ Yes \_\_\_\_\_ No

Was an appointment offered to you within 4 business days? \_\_\_\_\_ Yes \_\_\_\_\_ No

Did the EAP counselor understand your problems? \_\_\_\_\_ Yes \_\_\_\_\_ No

Are you satisfied you were treated in a confidential manner? \_\_\_\_\_ Yes \_\_\_\_\_ No

Would you recommend this service to a co-worker? \_\_\_\_\_ Yes \_\_\_\_\_ No

Would you recommend this service to a family member? \_\_\_\_\_ Yes \_\_\_\_\_ No

Please rate your counselor's knowledge and competency:

Excellent  
Very Good  
Good  
Fair  
Poor

Please rate your overall satisfaction with the EAP service:

Excellent  
Very Good  
Good  
Fair  
Poor

Date: \_\_\_\_\_

Name of Employer: \_\_\_\_\_

Counselor's Name: \_\_\_\_\_

Other Comments:

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You may contact the Quality Control Manager at Wayne Corporation at:

1-800-441-1327 or 502-451-8262  
1169 Eastern Parkway, Suite 1166  
Louisville, KY 40217