

Sign-Up Sheet

City of San José Customer Experience Interviews



Background:
We are a third-party consultant contracted by the City of San José to learn how to improve the city’s customer service. Our goal is to better understand some of the issues and frustrations residents experience when interacting with the city. We are interested in a brief phone interview to understand your experience with the city. These interviews will be conducted over the phone between August 15-August 26.
If you are interested in participating, please add your contact information below.

If you should have any questions, please contact Ashley Bertholf at abertholf@guidehouse.com.

Neighborhood Association:				
Name <i>(First Last)</i>	Phone Number <i>(XXX-XXX-XXXX)</i>	Email	Preferred Time & Day(s) <i>(Morning/Afternoon/Night)</i>	Preferred Language

By providing your contact information on this sheet, you agree to receive a call during the time and date you have listed. You may opt out of your decision to be interviewed at any point. Participating in this survey will not affect any of the services you receive through the city.

Thank you, we look forward to speaking with you!