

Building Care
Customer Survey
<Month> <Year>

Building Care Mission: *The Department of Building Care supports Cornell's academic, research and public service mission by providing a quality and cost effective custodial maintenance service in all academic campus facilities. The Department is dedicated to maintaining a clean, attractive, healthy and safe environment for all faculty, staff and students.*

The staff of the Department of Building Care take great pride in performing comprehensive custodial services across our Cornell campus. Building care custodians are now 291 in number on the Endowed and Contract College campuses. We service over 130 buildings and 9,300,000 square feet. Your feedback regarding the service we provide is very important to us. Your time and effort involved in completing the survey is sincerely appreciated.

Rob Osborn - Director

Please select your affiliation:

- Endowed
- Contract Colleges

Please select your role:

- Administrator
- Building Coordinator
- Both

1. Custodial Service Rating - Specific Room Types

Please rate the custodial services provided in regard to the following room types in your building(s).

	Importance	Satisfaction
a. Public Areas (entrances, hallways, stairs)	<input type="text"/>	<input type="text"/>
b. Restrooms	<input type="text"/>	<input type="text"/>
c. Administrative Offices	<input type="text"/>	<input type="text"/>
d. Classrooms	<input type="text"/>	<input type="text"/>
e. Labs	<input type="text"/>	<input type="text"/>
f. Private Offices (Faculty/Staff)	<input type="text"/>	<input type="text"/>
g. Conference/Meeting Rooms	<input type="text"/>	<input type="text"/>
h. Auditoriums	<input type="text"/>	<input type="text"/>
i. Libraries	<input type="text"/>	<input type="text"/>
j. Lounges	<input type="text"/>	<input type="text"/>
k. Lunchrooms	<input type="text"/>	<input type="text"/>

Comments:

2. Custodial Service Rating - Specific Cleaning

Please rate the custodial services provided in regard to the specific types of areas or processes maintained.

a. Hard Floor Care (mopping, waxing, burnishing)

Importance

Satisfaction

b. Carpet Care (vacuuming, shampooing/extraction)

c. Dusting

d. Trash and Recycling Removal

e. Overall Cleaning (all areas)

f. Snow Removal (entrances)

g. Relamping

Comments:

3. Custodial Service Rating - Your Custodial Manager

Excellent customer interface is essential in providing outstanding custodial services. Please rate the personal and professional skill base of the Custodial Manager in your area. Please make any additional comments regarding interface with the Custodial Manager in your facilities in the space provided.

	Importance	Satisfaction
a. Accessibility	<input type="text"/>	<input type="text"/>
b. Courteousness	<input type="text"/>	<input type="text"/>
c. Friendliness	<input type="text"/>	<input type="text"/>
d. Knowledgeable	<input type="text"/>	<input type="text"/>
e. Communication and Interaction	<input type="text"/>	<input type="text"/>
f. Initiative and Responsiveness	<input type="text"/>	<input type="text"/>
g. Service orientation	<input type="text"/>	<input type="text"/>
h. Professionalism	<input type="text"/>	<input type="text"/>
i. Judgment and Decision Making	<input type="text"/>	<input type="text"/>

Comments:

4. Custodial Service Rating - Your Custodian(s)

Please rate the personal and professional skill base of the Building Care Custodian(s) in your area. Space is provided for any comments you would like to add.

	Importance	Satisfaction
a. Knowledgeable	<input type="text"/>	<input type="text"/>
b. Courteousness	<input type="text"/>	<input type="text"/>
c. Friendliness	<input type="text"/>	<input type="text"/>
d. Responsiveness	<input type="text"/>	<input type="text"/>
e. Reliability	<input type="text"/>	<input type="text"/>
f. Service Orientation	<input type="text"/>	<input type="text"/>

Comments:

5. Custodial Service Rating - Our Core Values

Building Care and CUFA are values based organizations. Our goal is to provide excellent, comprehensive custodial services to the Cornell community with the following core values in mind at all times. Please tell us how we are meeting this important goal in these areas.

- a. Truth - We say what we mean and do what we say.
- b. Respect - We treat people as we want to be treated.
- c. Excellence - We strive to do the best.
- d. Teamwork - Together we achieve more.
- e. Integrity - We do the right thing.

Comments:

6. Custodial Service Rating - Comments

Your feedback and rating of our custodial service is sincerely appreciated. Any additional comments you might have would be welcome. Likewise, if you feel there are any custodial service areas where greater emphasis is needed, please let us know.

Overall Comments:
