



DEPARTMENT OF THE ARMY
HEADQUARTERS UNITED STATES ARMY GARRISON
1386 TROOP ROW SW
FORT MCPHERSON GA 30330-1069

REPLY TO
ATTENTION OF:

AFZK-CO

26 March 2001

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Customer Service Survey

1. The use of Facilities Service Contracts at our installation is increasing every year. Most Facilities Service Contracts do not produce a specific end product in one location, but rather a continuing level of maintenance or service in a large number of areas. We have special problems ensuring that these contracts are properly inspected.
2. The customer can provide invaluable assistance to the Quality Assurance Evaluators (QAEs) in augmenting the inspection of services received by contract. We are providing a customer feedback form that should be completed by your designated facility monitor for submission to the Customer Service Representative (CSR). If a facility monitor does not exist, a person should be assigned as the point of contact with the QAE regarding contract service performed in or around the building.
3. This person should collect and consolidate comments from tenants on all aspects of contractor performance. In the event there is unsatisfactory performance by the contractor, it should be reported on the customer feedback form as it occurs. However, if performance is acceptable or outstanding, this also should be indicated with a periodic submission of the above mentioned form. Submission of this form will allow the CSR to place the proper emphasis on the QAE inspections. A copy of this form is enclosed.
4. The Contracting Officer is the only authorized person to give course of action or modifications to the contractor. Should you wish to modify the services provided (i.e., hours, type, frequency, etc.), please provide this information to the Director of Installation Support Service Center (ISSC).
5. Your cooperation and assistance will help ensure resources are used more effectively. Please fax all customer feedback forms to Mr. Gerald A. Walsh, Customer Service Representative, ISSC, (404) 464-4395, Fax (404) 464-3662.

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6. Request that each Facility Manager provide the CSR a point of contact and telephone number, by building number, for each facility (or partial facility) under their control.

7. Your support is greatly appreciated.

Encl


HAROLD E. COONEY
Colonel, FA
Commanding

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