Customer Satisfaction Survey
Solicitation No. 697DCK-26-R-00221

Your name has been provided as a customer reference in a proposal on a Federal Aviation Administration solicitation. Part of our evaluation process requires information on the firm's past performance. Your input is important to us and responses are required by the stated in the footer of this document for inclusion of this evaluation. Your assistance is greatly appreciated.

1. Name of Vendor Submitting Proposal: _____
2. Name of Company/Customer Responding to Survey: _____
3. Past Performance Contract# referenced for this Survey: _____
4. Type of Services Provided: _____
5. ANNUAL Dollar Amount of the above-referenced Contract: _____

Name of the Persons (Company/Customer) Submitting this Survey: _____

I hereby submit the following rating on behalf of the company name above as they submit a proposal on the Federal Aviation Administration solicitation named above.

Signature of the Reviewer: _____ **Date:** _____

Contact: _____

Phone No.: _____

E-Mail: _____

Please submit this Survey via email to the Contracting Officer at this email address:
John.G-CTR.Space@faa.gov by July 23, 2026

The Company providing the Ratings must submit Customer Satisfaction Survey directly to FAA Acquisitions person named above. *Please ensure that the Solicitation Number and Vendor Name are in the subject line of the email.* Any surveys received directly from the Vendor bidding on this solicitation will not be accepted.

Please rate your current level of satisfaction with our overall service performance:

☐ Excellent (5) ☐ Very Good (4) ☐ Good (3) ☐ Needs Improvement (2) ☐ Unacceptable (1)

Comments:_____

_____

How quickly do we respond to your needs, requests, or complaints?

☐ Excellent (5) ☐ Very Good (4) ☐ Good (3) ☐ Needs Improvement (2) ☐ Unacceptable (1)

Comments:_____

_____

How would you rate the problem solving capabilities and follow-up of our Operations Management?

☐ Excellent (5) ☐ Very Good (4) ☐ Good (3) ☐ Needs Improvement (2) ☐ Unacceptable (1)

Comments:_____

_____

How would you rate the performance of our on-site employees providing janitorial services for your facility?

☐ Excellent (5) ☐ Very Good (4) ☐ Good (3) ☐ Needs Improvement (2) ☐ Unacceptable (1)

Comments:_____

_____

Thank you for completing this survey.

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