

**DEPARTMENT OF BUSINESS SERVICES
DIVISION OF ADMINISTRATIVE AFFAIRS
UNIVERSITY OF MARYLAND**

SERVICE EVALUATION FORM

Our records indicate that the Department of Business Services, Motor Transportation Services Unit, recently rented a vehicle to you for University related travel. Motor Transportation Services is interested in your comments regarding the quality of service you received and your satisfaction. Please assist us by filling in the information below and returning this evaluation form to the Department of Business Services. Your cooperation and feedback will help keep Motor Transportation Services staff informed of your level of satisfaction with the services provided. Thank you for your assistance.

Name _____ Department _____

Job Number _____

Please circle the number that best represents the level of service provided.

	Below Expectations	Meets Expectations	Exceeds Expectations	Outstanding
1. Customer Service	1	2	3	4
2. Vehicle Mechanical Condition	1	2	3	4
3. Vehicle Cleanliness	1	2	3	4
4. Vehicle Type	1	2	3	4
5. Vehicle Ready as Promised	1	2	3	4

Additional Comments:

Once completed, please fold and staple this form and return it to the Department of Business Services,
via campus mail.

For further information or questions, please contact Maria Goodlatte at extension 59271.