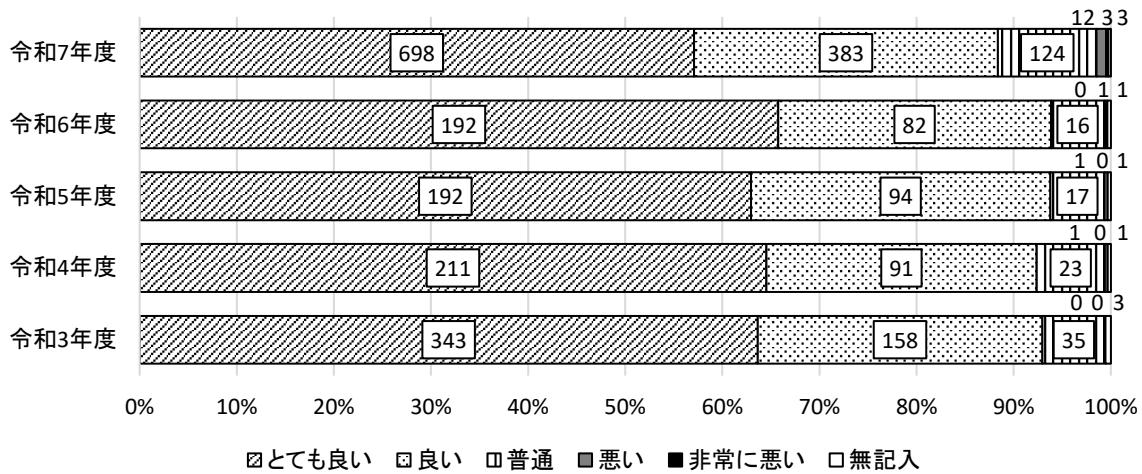


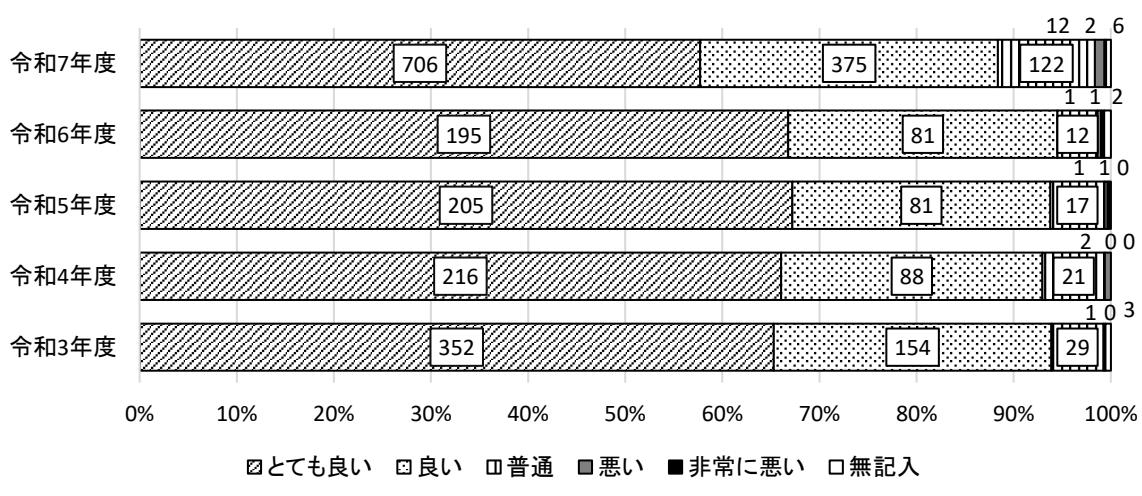
令和7年度 西区CSアンケート集計(過年度との比較)

■窓口応対について

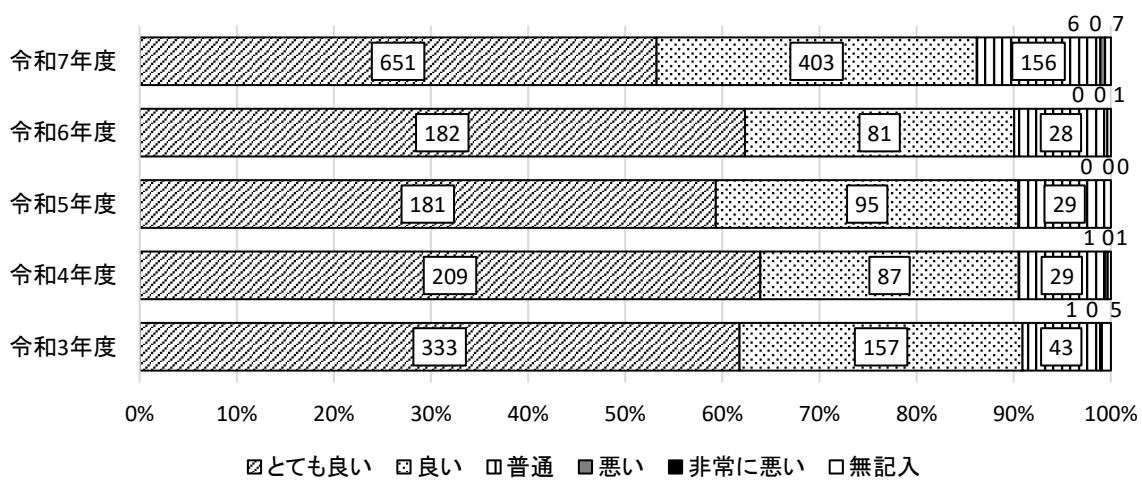
1. あいさつ・声かけ



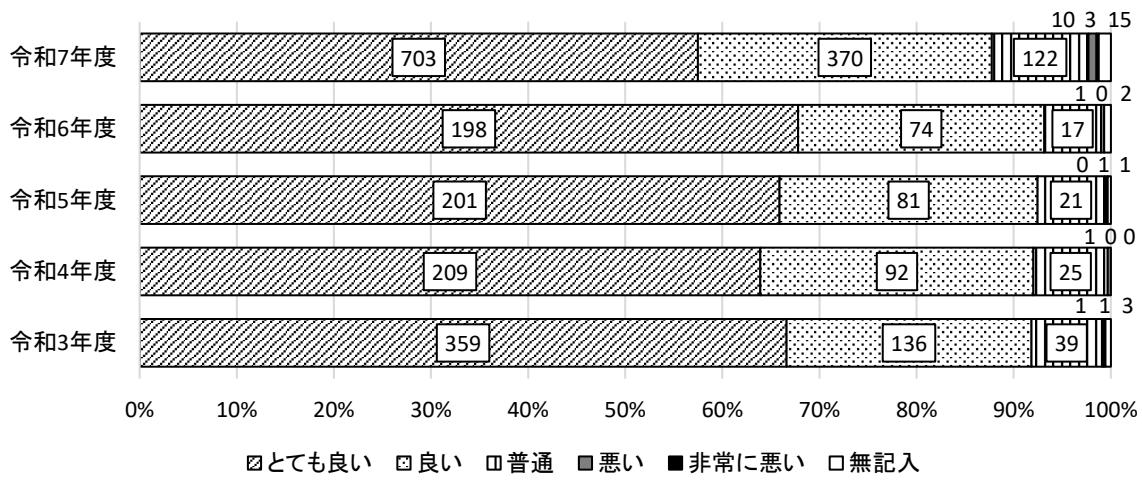
2. 態度・言葉づかい



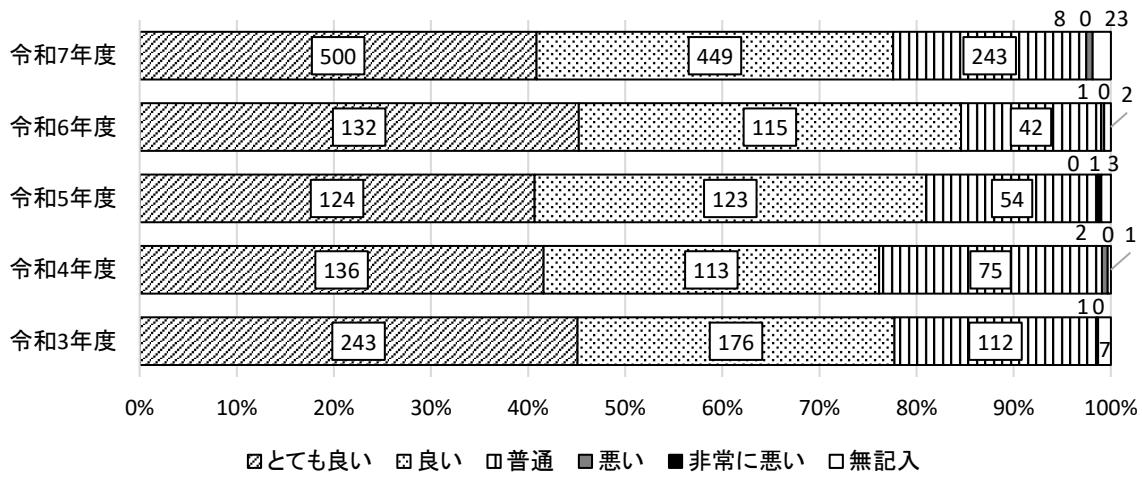
3. 身だしなみ



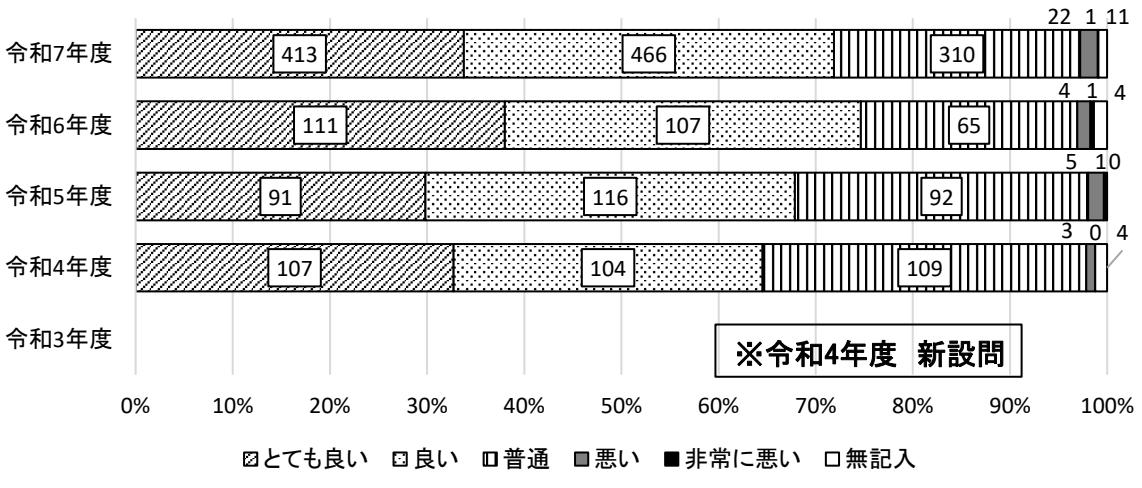
4. 説明の仕方



5. 窓口の印象

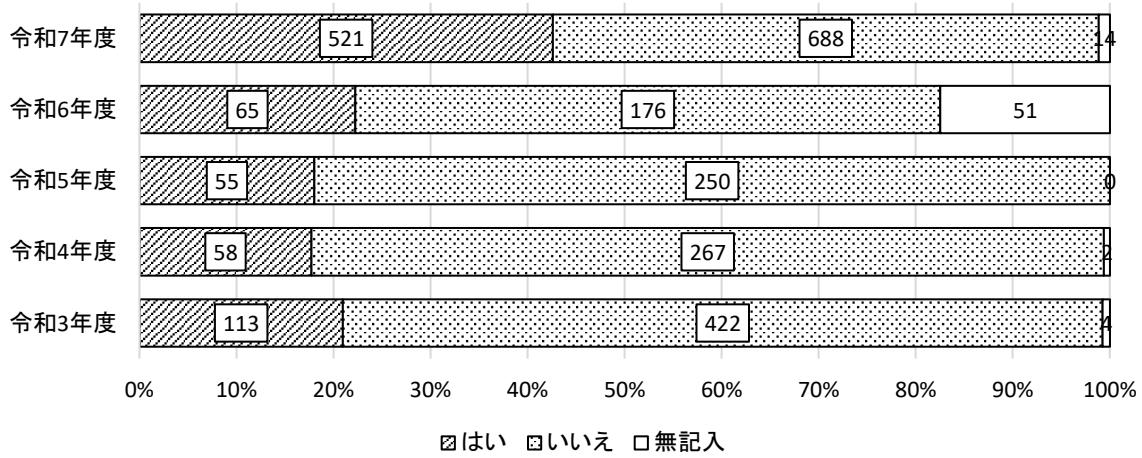


6. 庁舎の案内表示

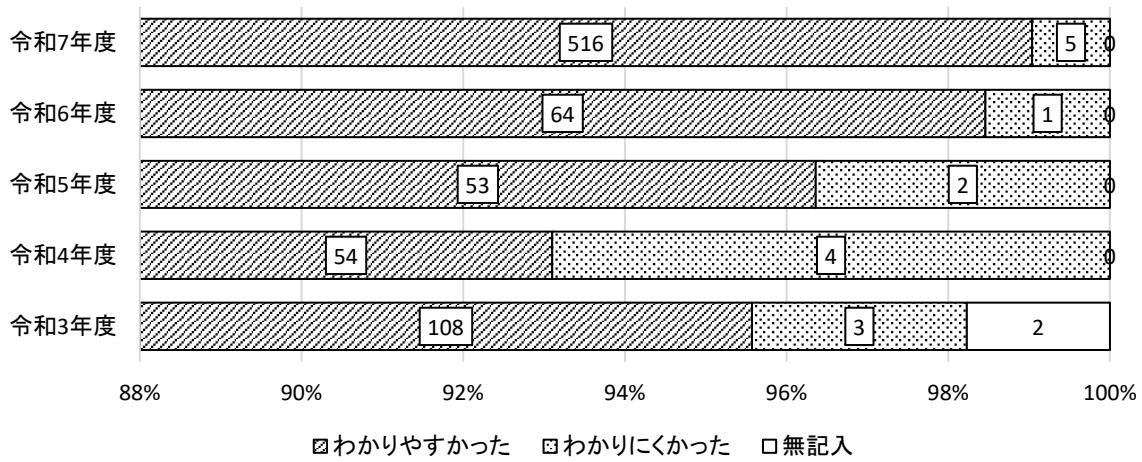


■案内係(フロアマネージャー)について

案内係に行き先や申請書の記入方法を尋ねましたか



(上記で「はい」の方)説明はわかりやすかったですか



案内係は必要だと思いますか

