



Bulletin

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VOL. 2003 NO. 15 ♦ USDA **F**ood **O**rdering & **C**ustomer **S**ervice (FOCUS) Team Update

USDA Food Ordering and Customer Service (FOCUS) Survey

We are happy to announce that USDA's FOCUS Team is posting an online Customer Service Survey on the internet to give you the opportunity to provide feedback to us on the quality of services that our staff offers to program recipients participating in the Schools and Institutions Commodity Food Program.

When the survey is available, the FOCUS Team will email the internet address to all State contacts that are responsible for placing food orders with USDA via ECOS. A link to the web-based survey will also be posted on ECOS 's What's New web page for your added convenience.

The food ordering customer service survey will consist of eight questions about the Schools and Institutions Commodity Food Program and ECOS related questions. Your voice does count and we strongly encourage you to take a few minutes to fill out the electronic version of the FOCUS survey. The survey is very short and will not take long to complete.

Enjoy the holidays and if you have any questions about the survey, please email them directly to Lisa.Glasoe@fns.usda.gov.