

## Strategic Plan Employee Questionnaire

Management would like for all employees to take an active role in the bank's strategic planning process. We believe a great way to help our bank continue to grow is for you to provide us with your honest comments and ideas.

Below are questions for which we need your input. Please feel free to respond to any or all of the questions. When responding, please keep all areas of the bank in mind (branch, investments, real estate, etc.) and be as detailed as possible.

You may answer the survey by printing the attached form or you may complete the online form and return by email. We would request that your completed questionnaire be returned to \_\_\_\_\_ no later than 4:00 p.m. on \_\_\_\_\_. Once all responses have been tallied, they will be presented (anonymously) to management for consideration and back to you for review. If you have any questions, please contact \_\_\_\_\_.

If additional space is needed, please continue on back or use additional page(s).

1. What products or services do you think we should consider adding and why?

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2. What products of services do you think we should consider discontinuing and why?

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3. What can we do to become more efficient or give better service?

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4. What ideas do you have to increase our fee income?

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5. What ideas do you have to reduce our expenses?

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6. What can we do to improve your workload or workflow?

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7. What do you need to be able to do your job even better?

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8. What complaints have you heard from our customers?

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9. What other requests or suggestions have you received from customers?

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10. What reasons do non-customers give you for not banking with us?

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11. If you have worked here less than a year, what can we do to improve the work environment for new employees?

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12. What would you like to be trained on? (Include products, services, systems, computer programs, job skills, selling, etc. Be specific on training desired.)

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13. What could we do to make working here better?

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14. Please list any other ideas on how we can be a better bank.

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