

As a means of gauging our performance and **improving our service to you the customer**, we would be grateful if you could take the time to complete these questions and return at your convenience. Your support in returning this document is much appreciated.

Any criticism or suggestion you feel would be beneficial is welcome and this document will be kept in strictest confidence as part of our ongoing quality appraisal policy.

We would like to take this opportunity to thank you for your business and for allowing us to provide your security services.

		Good	Satisfactory	Poor
1	How do you rate the contact with our office staff (helpful, polite, knowledgeable etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Initial response time in dealing with your enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Property survey and quotation response time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Quality and content of your quotation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Did the engineer provide ID when requested?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
6	How effective are we at meeting appointments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attitude of engineers on site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Appearance of engineers (smart etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Quality and standard of installation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Were your premises left clean and tidy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	If you have had cause to contact us with a fault or problem how would you rate our response?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	GENERAL COMMENTS			
.....				
Signed:		Print:		

Thank you for your time and co-operation.