

CUSTOMER SERVICE SURVEY FORM

Please rate your satisfaction level as follows:

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Average	Satisfied	Extremely Satisfied

	1	2	3	4	5
ONSITE WORKS					
Tradesman professionalism					
The quality of workmanship					
Site left tidy? Rubbish removed?					
PROJECT MANAGEMENT					
The customer service, professionalism and competency of staff					
Tradesmen attending site on time					
The duration of works					
ESTIMATING					
Time taken to get quotations back					
Feedback/information provided					
Queries adequately answered					
Quotation easy to understand					
OVERALL EXPERIENCE					
Please rate your overall experience with ADCO					
WHERE ELSE CAN WE IMPROVE?					
Any other comments:					

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Example Of Customer Service Survey

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Measuring Customer Satisfaction and Loyalty Bob E. Hayes, 2008-04-22 The third edition of this best seller updates its detailed information about how to construct evaluate and use questionnaires and adds an entirely new chapter on customer loyalty Included are two different methods of sampling and determining an appropriate sample size for reliable results the reliability and validity of results real examples of customer satisfaction measures and how they can be used guidelines for developing questionnaires scale development the concept of quality frequencies sampling error two methods of determining important service or product characteristics as perceived by the customer discussion on the measurement and meaning of customer loyalty and methods for loyalty based management Readers will gain a sound grasp of the scientific methodology used to construct and use questionnaires utilizing the author s systematic approach They will be able to pinpoint and focus on the most relevant topics and study both the qualitative and quantitative aspects of questionnaire design and evaluation These and many more important scientific principles are presented in simple understandable terms

Measuring Customer Service Effectiveness Sarah Cook, 2017-05-15 Good customer service may be seen as a crucial asset for most organisations But how do you know that you are delivering good customer service both externally and internally and more importantly delivering it to meet and exceed your customers expectations Customer service is an intangible thing it is perishable and it is personal so measuring it can be complicated and less than straightforward Help is at hand Sarah Cook s down to earth guide provides the rationale behind measuring service effectiveness externally and internally and explains the measurement process from preparation to managing the results The book also includes an exploration of the various techniques open for measuring effectiveness and how to use them Utilising her consultancy experiences the author has ensured that there is plenty of ready to use materials to enable you to start measuring your own organisation s service effectiveness straight away

Improving Customer Service National Performance Review (U.S.), 1994 *ACCA P5 - Advanced Performance Management - Study Text 2013* BPP Learning Media, 2011-12-15 This examiner reviewed Study Text covers all that you need to know for P5 It features plenty of recent case studies illustrating key syllabus areas and questions to hone your understanding of what you have just read This paper tests your application of knowledge so these studies and questions are key learning tools You will also find up to date information on the latest management theories and techniques which feature highly in this paper Then there are plenty of exam tips to guide your study and help you focus on what is essential to know Now it s up to you

Beyond the Ultimate Question Bob E. Hayes, 2009-05-04 Business growth depends on more than asking a single question Challenging the widely touted Net Promoter Score NPS claims author Bob E Hayes provides compelling evidence that to grow their business companies need to look beyond this simple question to efforts on improving the entire customer feedback program CFP First customer loyalty consists of three components advocacy purchasing and retention each providing unique and useful information regarding future business growth By

measuring these three components of customer loyalty companies will be better able to manage their customer relationships to maximize growth through new and existing customers Second because of the diverse business practices companies can employ with respect to their CFPs there are hundreds of different ways a company can structure its particular program Some companies have top executive support for their programs while others do not Some companies integrate their customer feedback data into their daily business processes while others keep them separate Some companies use customer feedback results as part of their employee incentive programs while other companies rely on more traditional incentive programs Still some companies conduct in depth customer research using their feedback data while others rely on basic reporting of their customer feedback data for their customer insight But are there critical elements of a customer feedback program that are absolutely necessary for its success Can a company exclude some elements from its program without adversely impacting its effectiveness How important are certain components in increasing customer loyalty This book answers these questions It is a direct result of the author s scientific research and professional experience in the field of customer satisfaction and loyalty This book represents the first scientific study that has tried to identify the best practices of customer feedback programs Hayes formally collected information from many CFP professionals regarding how they structure their CFPs and identified specific CFP practices that lead to higher levels of customer loyalty Additionally he worked first hand with employees from Microsoft Oracle Harris Stratex Networks Akamai and American Express Business Travel in gathering insights and case studies to illustrate how to build a world class CFP Learn why companies should look beyond the NPS as the ultimate question and learn how to design an effective CFP that will help improve the customer experience increase customer loyalty and ultimately drive business growth For those unfamiliar with CFPs the appendices provide detail on methods used in the main body of the book a discussion on methods of determining customer requirements those elements of your business that are important to your customers a complete discussion on how to write survey questions and brief discussions on particular statistical analysis methods that can help you understand how customer feedback data are analyzed

ACCA P5 Advanced Performance Management BPP Learning Media,2016-02-01 BPP Learning Media s status as official ACCA Approved Learning Provider Content means our ACCA Study Texts and Practice Revision Kits are reviewed by the ACCA examining team BPP Learning Media products provide you with the exam focussed material you need for exam success Professional Business Skills Lee Perlitz,Helen Hutton,2010-09-14 Professional Business Skills 2nd edition provides students with the skills and knowledge required to compete in today s dynamic digital business world This edition has been fully revised and now includes many new features to engage students and provide a practical approach to learning business skills including Town House Media A fictional advertising agency Town House Media is used as a running case study throughout the text to provide a practical demonstration of the skills in action

Survey Measurement and Process Quality Lars Lyberg,1997-02-24 An in depth look at current issues new research findings and interdisciplinary exchange in survey

methodology and processing Survey Measurement and Process Quality extends the marriage of traditional survey issues and continuous quality improvement further than any other contemporary volume It documents the current state of the field reports new research findings and promotes interdisciplinary exchange in questionnaire design data collection data processing quality assessment and effects of errors on estimation and analysis The book s five sections discuss a broad range of issues and topics in each of five major areas including Questionnaire design conceptualization design of rating scales for effective measurement self administered questionnaires and more Data collection new technology interviewer effects interview mode children as respondents Post survey processing and operations modeling of classification operations coding based on such systems editing integrating processes Quality assessment and control total quality management developing current best methods service quality quality efforts across organizations Effects of misclassification on estimation analysis and interpretation misclassification and other measurement errors new variance estimators that account for measurement error estimators of nonsampling error components in interview surveys Survey Measurement and Process Quality is an indispensable resource for survey practitioners and managers as well as an excellent supplemental text for undergraduate and graduate courses and special seminars

CITY OF LANSING V EDWARD ROSE REALTY, INC.; CITY OF LANSING V EDWARD ROSE ASSOCIATES, INC., 442 MICH 626 (1993), 1993 93256 93257 *Strategic Segmentation in Frontline Services* Rosemary L. Batt, 2000 *Airport Governance and Ownership* Daniel S. Reimer, 2009 TRB s Airport Cooperative Research Program ACRP Legal Research Digest 7 Airport Governance and Ownership addresses the issue of essential powers to operate an airport defines what airport governance includes describes the advantages and disadvantages of the various governance structures identifies and analyzes a number of projects where airports were transferred from one form of governance to another and examines legal problems encountered during these transfers *Check-list Contracts for Advertising Service* Lynn Webster Ellis, 1926 **American Gas Journal**, 1926 *Annual Report* Turlock Irrigation District (Calif.), 1996 *I/S Analyzer*, 1992 **Marketing Research** Alvin C. Burns, Ronald F. Bush, 2004 **Parliamentary Debates (Hansard)**. Great Britain. Parliament. House of Commons, 2002 **Marketing Customer Interface** Rosemary Phipps, Craig Simmons, 2001 The Marketing Customer Interface 2001 2002 is a specifically tailored coursebook for students undertaking the Marketing Customer Interface module of the CIM Advanced Certificate Butterworth Heinemann have worked closely with the Education Division of the CIM to ensure that all aspects of the text are up to date and correspond to the CIM s requirements making this title the definitive companion to this year s course Its comprehensive content and user friendly text layout are designed to facilitate learning with questions activities definitions and study tips to support the theory while the structured study units link the information directly to the CIM syllabus The new edition of this text contains a firmly international perspective new material to cover e marketing issues new and up to date examples and case studies to illustrate the theory additional text references and website references preparatory aids for the final exam including the most recent

exam papers examiners marking schemes and specimen answers Comprehensive yet uniquely accessible it provides essential support for anyone undertaking a CIM course completely revised and updated to fit in with CIM Marketing Customer Interface syllabus officially endorsed by the CIM approved by the CIM Chief Examiner *International Industrial Engineering Conference Proceedings*, 1989 **The Management and Control of Quality** James Robert Evans, William M. Lindsay, 2002 Accompanying CD ROM contains case studies web links a glossary simulations for teaching concepts and spreadsheet templates in Microsoft Excel formats

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