



Dungannon West Renewal Ltd, Annagh Centre, Ballysaggart Business Complex , 2 Beechvalley Way, BT70 1BS

Enquiries- Tel: 028 8772 9477

Fax: 028 8772 9759

email: info @dungannonwest.com

You can either

1.Print this form and fill out the relevant fields using BLOCK CAPITALS and in BLACK INK, or

2.Fill out the relevant fields onscreen, then Print Form, the form must be returned to the below address

Customer Service Questionnaire

Organisation Name:

Contact name:

Email Address:

Contact Tel (inc STD):

Date:

Please score on a scale of 1-5, where 1= "Not" and 5= "Very"

Delivery

1.How satisfied were you with the overall service you received?

1 2 3 4 5

Communications

3.Was it easy to contact the person you needed?

1 2 3 4 5

*Quality in a service or product is not what you put into it.
It is what the client or customer gets out of it.*

PETER DRUCKER



4. Were you satisfied with the clarity of information or advice provided? 1 2 3 4 5

5. How satisfied were you with the time taken to respond to telephone Enquiries? 1 2 3 4 5

6. Were you satisfied with how your telephone enquiries were dealt with? 1 2 3 4 5

7. How satisfied were you with the time taken to respond to written/ postal enquiries? 1 2 3 4 5

8. How easy was it to find information on the facilities and activities available at the Centre? 1 2 3 4 5

9. Was it easy to complete the policy booking forms? 1 2 3 4 5

Quality of Staff

10. How satisfied were you with the staff you dealt with directly? 1 2 3 4 5

11. Were you satisfied with the courtesy of the staff? 1 2 3 4 5

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12. Were you satisfied with the helpfulness of staff?

1 2 3 4 5

13. Did the staff show interest in you as an individual/treated you as a valued customer?

1 2 3 4 5

Problem Solving

14. How satisfied are you with the way problems were resolved?

1 2 3 4 5

15. Please use the space below for any further comments to your responses, or any suggestions on how DWR Ltd could improve its services?

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