

Client Satisfaction Survey

Dear Client,
 This short Questionnaire has been designed to help us fulfil our commitment to continuous improvement by giving you the opportunity of telling us what you think about our service and us. Please spare a few minutes of your time to answer the questions as accurately as you can so that we can take whatever steps are necessary to improve our service.

Thank you.

Gary Jackson

Please rate each of the following aspects of the service provided at The Blacksmiths Arms, Billingham on a scale of 0 – 5 (0 = unacceptable; 5 = cannot be faulted).

1	Response to enquiries and requests for service	0	1	2	3	4	5
2	Standard of security service	0	1	2	3	4	5
3	Response to and reporting of incidents	0	1	2	3	4	5
4	Time keeping	0	1	2	3	4	5
5	Appearance of our Security Officers	0	1	2	3	4	5
6	Politeness and helpfulness of our Security Officers	0	1	2	3	4	5
7	Management Input	0	1	2	3	4	5
8	Overall	0	1	2	3	4	5

Please tell us in your own words how you think we could improve our service to you.

Name of client company:

Name of signatory: Position:

Signed: Date: