



## CUSTOMER SURVEY

**UK ENGINEERING RECRUITMENT LTD**  
Tel +44 (0)1502 508198 Email: admin@ukerltd.co.uk

Issue: 1  
Document Ref: MP96  
Date: 08/05/2014  
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### CUSTOMER SURVEY - HOW CAN WE IMPROVE?

Please take a moment to help us improve your experience with UK Engineering Recruitment Ltd.

#### **About You**

Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Company: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

#### **Please indicate below your responses:**

**How often in the last twelve months have you used UK Recruitment Engineering Ltd?**

- ☐ Every day
- ☐ Every week
- ☐ Every month
- ☐ 3 or fewer times a month
- ☐ Once

**What is your overall satisfaction rating with our company ?**

- ☐ Very Satisfied
- ☐ Somewhat Satisfied
- ☐ Neither Satisfied Nor Dissatisfied
- ☐ Somewhat Dissatisfied
- ☐ Very Dissatisfied

**Compared to our competitors, is our service quality better, worse or about the same ?**

- ☐ Much better
- ☐ Slightly better
- ☐ About the same
- ☐ Slightly worse
- ☐ Much worse

**Compared to our competitors, are our costings more reasonable, less reasonable or about the same ?**

- ☐ More reasonable
- ☐ Slightly reasonable
- ☐ About as reasonable
- ☐ Less reasonable
- ☐ Much less reasonable

**How likely are you to recommend our Recruitment Services ?**

- ☐ Very Likely
- ☐ Somewhat Likely
- ☐ Neither Unlikely Nor Unlikely
- ☐ Somewhat Unlikely
- ☐ Very Unlikely

**How long have you been dealing with UK Engineering Recruitment Ltd ?**

- ☐ More than 5 years
- ☐ More than 3 years less than 4 years
- ☐ More than 2 years less than 3 years
- ☐ More than 1 year less than 2 years
- ☐ 1 Year

**How long on average do you wait for your phone call to be answered ?**

- ☐ Immediate service
- ☐ Less than 1 minute
- ☐ 1 to 3 minutes
- ☐ More than 3 minutes

**How would you rate our staff ?**

- ☐ Friendly and helpful
- ☐ Average
- ☐ Varies on each contact made
- ☐ Poor service



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**Please rate your level of satisfaction with how your enquiry is dealt with?**

### Responsiveness

- ☐ Very Satisfied
- ☐ Somewhat Satisfied
- ☐ Neither Satisfied Nor Dissatisfied
- ☐ Somewhat Dissatisfied
- ☐ Very Dissatisfied

### Understanding of needs

- ☐ Very Satisfied
- ☐ Somewhat Satisfied
- ☐ Neither Satisfied Nor Dissatisfied
- ☐ Somewhat Dissatisfied
- ☐ Very Dissatisfied

### Professionalism

- ☐ Very Satisfied
- ☐ Somewhat Satisfied
- ☐ Neither Satisfied Nor Dissatisfied
- ☐ Somewhat Dissatisfied
- ☐ Very Dissatisfied

### Have queries been dealt with in a timely manner ?

- ☐ Excellent - Dealt with immediately
- ☐ Very Satisfactory - Dealt with within 1 – 3 days
- ☐ Satisfactory – Dealt with within 4 – 7 days
- ☐ Unsatisfactory – Over a week less than 2 weeks
- ☐ Very unsatisfactory – More than 2 weeks

Please complete and return the questionnaire to us at the above address:

### **Additional Comments:**

Please give any additional comments about how we can improve your satisfaction with our services:

**May we contact you about your responses:**

- ☐ Yes
- ☐ No

***Thank You For Your Participation***



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