

### 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 ?**

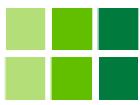
- More than 5 years
- More than 3 years less than 4 years
- More than 2 years less than 3 years
- More than 1 year less than 2 years
- 1 Year

##### **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



**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***

