

## Customer Service Satisfaction Survey - October 2016

Customer satisfaction surveys were carried out between Tuesday 24<sup>th</sup> October and Thursday 3<sup>rd</sup> November 2016. We asked 100 customers in the face to face environment and 100 different customers in the telephone environment what they thought of our customer service.

We achieved **100%** satisfaction in both areas again.

See highlighted results below:

| <b>Q. How satisfied were you with the service you received today from the customer service team?</b> |   |
|--|---|
| <b>Face to Face</b>  | <b>Phone Team</b>   |
| 100% customer said they were satisfied, with 84% saying they were very satisfied.                    | 100% customer said they were satisfied, with 86% saying they were very satisfied. |

| Face to Face  | Phone Team  |
|---|---|
| 100% customer said they were satisfied, with 84% saying they were very satisfied. | 100% customer said they were satisfied, with 86% saying they were very satisfied. |

| <b>Q. How would you rate the advisors knowledge in relation to your enquiry?</b>                                       |  |
|--|--|
| <b>Face to Face</b>  | <b>Phone Team</b>  |
| 99% rated our customer services officers knowledge as Excellent or Very good, with the remaining 1% saying it was fair | 99% rated our customer services officers knowledge as Excellent or Very good, with the remaining 1% saying it was fair |

| Face to Face   | Phone Team   |
|--|--|
| 99% rated our customer services officers knowledge as Excellent or Very good, with the remaining 1% saying it was fair | 99% rated our customer services officers knowledge as Excellent or Very good, with the remaining 1% saying it was fair |

| <b>Q. How would you rate the advisors customer service skills?</b>  |   |
|---|---|
| <b>Face to Face</b>   | <b>Phone Team</b>   |
| 98% rated our officers customer services skills as Excellent or Very good, with the remaining 2% saying it was fair | 98% rated our officers customer services skills as Excellent or Very good, with the remaining 2% saying it was fair |

| Face to Face  | Phone Team  |
|---|---|
| 98% rated our officers customer services skills as Excellent or Very good, with the remaining 2% saying it was fair | 98% rated our officers customer services skills as Excellent or Very good, with the remaining 2% saying it was fair |

| <b>Q. Which statement best describes your waiting time today?</b>                                   |   |
|---|---|
| <b>Face to Face</b>   | <b>Phone Team</b>   |
| 99% of our customers said their waiting time was reasonable with 76% saying they were seen quickly. | 100% of our customers said their waiting time was reasonable with 78% saying their call was answered quickly. |

| Face to Face  | Phone Team  |
|---|---|
| 99% of our customers said their waiting time was reasonable with 76% saying they were seen quickly. | 100% of our customers said their waiting time was reasonable with 78% saying their call was answered quickly. |

| <b>Q. Is the location of the Bell Street Customer Service Centre convenient to you?</b> |  |
|---|--|
| <b>Face to Face</b>   | <b>Phone Team</b>  |
| 99% of our customers said it was convenient or very convenient                          | 78% of our customers said it was convenient or very convenient |

| Face to Face   | Phone Team   |
|--|--|
| 99% of our customers said it was convenient or very convenient | 78% of our customers said it was convenient or very convenient |

We asked some other questions about the layout of the centre and our messaging on the telephony system; all feedback will be useful in shaping the service further.