



CUSTOMER SURVEY

UK ENGINEERING RECRUITMENT LTD
Tel +44 (0)1502 508198 Fax +44 (0)1502 509809
Email: info@ukerltd.co.uk

Issue: 1
Document Ref: MP96
Date : 08/05/2014
Page 1 of 2

CUSTOMER SURVEY - HOW CAN WE IMPROVE?

Please take a moment to help us improve your experience at UK Recruitment Engineering 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



CUSTOMER SURVEY

UK ENGINEERING RECRUITMENT LTD
Tel +44 (0)1502 508198 Fax +44 (0)1502 509809
Email: info@ukerltd.co.uk

Issue: 1
Document Ref: MP96
Date : 08/05/2014
Page 2 of 2

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