



## Service and Team Customer Survey

This survey has been set up to gain feedback from employees working within a large organisation and concentrates upon how effective internal team structures are in meeting customer concerns.

**Q1.** This section focuses on your perception of your section area. This may be a service team, or a large part of the organisation but a clearly identifiable part.

	Strongly agree	Agree	Undecided	Disagree	Strongly disagree
My section listens attentively to identify and understand customer concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My section responds promptly to customer requests, despite a busy workload.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My section provides courteous service even when a customer is unreasonable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My section, when requested to, provides good information to a customer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q2.** Overall, how satisfied are you with the quality of the customer service provided by your section?

Very satisfied     Satisfied     Undecided     Dissatisfied     Very dissatisfied

**Q3.** This section looks at your view of how team work is used to support high quality customer service.

	Strongly agree	Agree	Undecided	Disagree	Strongly disagree
In my section, teamwork is encouraged.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Team members are held accountable for the decisions they make.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work assignments are distributed fairly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q4.** This section asks for your view of the quality of inter-department communication and work ethos of the organisation.

Strongly  
agree

Agree

Undecided

Disagree

Strongly  
disagree

Sufficient effort is made to ask the opinion of all work colleagues here.

There is good alignment between my section and others with whom we coordinate.

My section knows enough about what other sections are doing.

**Q5.** Overall, how satisfied are you with the spirit of teamwork within the organisation?

Very satisfied

Satisfied

Undecided

Dissatisfied

Very dissatisfied

Thank you for completing this questionnaire.