

# Service Quality Survey

**Q1. Do you have the 'high quality' service attitude?**

Select the statements that you feel most accurately describe this organisation.

	Accurate	Not accurate	Undecided
We screen job applications with a careful test to determine a potential employee's desire to serve our customers.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
We offer an unconditional 100% guarantee of satisfaction for everything we sell.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
We make it easy for customers to return anything without hassle.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
We trust the judgment of our employees and empower them to resolve customer complaints on the spot.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
We believe that our employees and associates are the best ambassadors of our brand.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
We regularly measure customer satisfaction several times throughout the year.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Every employee and sales person always greets customers by their first name whenever we speak to them.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Our customers can always talk to a 'real' person 5 days a week, 8 hours a day.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>

**Q1. Please offer one suggestion that you feel would support a high quality service.**

Thank you.