

# MARLOWE

**FIRE & SECURITY GROUP**

## Customer Service Questionnaire



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## Customer Feedback Project

As a company, we are committed to delivering the best possible customer service. However, we don't always get everything right, and when we don't, we want to ensure that we fix it as quickly and easily as possible for our customers.

With this in mind, we have implemented our Customer Feedback Project – a customer feedback and complaints resolution system that helps us to track and respond to complaints as quickly as possible.

We like to view customer complaints as an opportunity to define the culture of our business – one that operates with the utmost integrity and really puts customers at the heart of its business.



## Overview

Our Customer Feedback Project allows customers to provide their feedback following an engineer visit. Collecting this data allows us to gain a good understanding of our customer satisfaction, whilst providing us with the opportunity to resolve any unsatisfactory engineer visits.

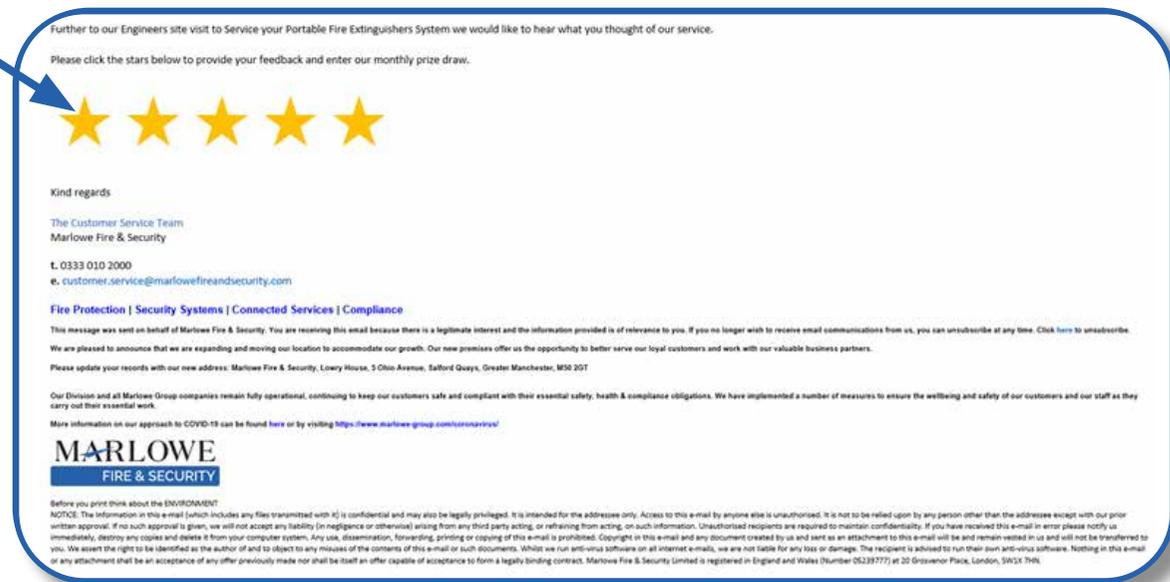
# 2.0

# How Does it Work?

Once an engineer has completed a call/job, you will be sent an automatic email containing a link to our customer feedback form.

Below is the email that you will receive.

Clicking on the **'5 gold stars'** will direct you to the customer feedback form.



# 3.0

# Completing the Form

This is the feedback form that you will be directed to, which you can then proceed to fill out.

The first section of the form consists of several rating questions that allow you to rank attributes on a 5-point scale, which is represented with stars.

These star rating questions are **mandatory fields** and must be completed in order to proceed.

Welcome to our Customer Feedback page!  
We thank you for taking the time to complete feedback.

Marlowe Fire & Security Ltd

How easy was it to arrange for our engineer(s) to attend? ★★★★★

Did our engineer(s) arrive on time? ★★★★★

Did our engineer(s) leave your site clean and tidy? ★★★★★

Did the quality of workmanship meet or exceed your expectations? ★★★★★

Was our engineer(s) polite and courteous? ★★★★★

Overall how were you satisfied with the work we completed? ★★★★★

Is there anything else you would like to let us know?

If you would like us to contact you or you wish to be entered for our monthly prize draw to win € 50 of Love to Shop Vouchers please provide your details below.

Full Name

Email

Phone Number

Submit

# 3.0

# Completing the Form

This is the feedback form that you will be directed to, which you can then proceed to fill out.

The remaining fields are all **optional** - you are not obliged to enter your name, email, phone number, or any other comments unless you wish to but it would really help us help us recognise our customer service success stories and where our focus is needed to improve our service delivery

The screenshot shows a customer feedback form titled "Welcome to our Customer Feedback page!" with a sub-header "We thank you for taking the time to complete feedback." The form is for "Marlowe Fire & Security Ltd" and contains several rating questions, each with a 5-star scale:

- How easy was it to arrange for our engineer(s) to attend?
- Did our engineer(s) arrive on time?
- Did our engineer(s) leave your site clean and tidy?
- Did the quality of workmanship meet or exceed your expectations?
- Was our engineer(s) polite and courteous?
- Overall how were you satisfied with the work we completed?

Below the ratings is a text box for "Is there anything else you would like to let us know?". At the bottom, there is a section for contact details: "If you would like us to contact you or you wish to be entered for our monthly prize draw to win € 50 of Love to Shop Vouchers please provide your details below." This section includes input fields for "Full Name", "Email", and "Phone Number". A blue "Submit" button is at the bottom right.

# 3.0

# Completing the Form

Once completed, click on '**Submit**'. Your feedback will then be sent directly to our database.

If you have chosen a rating of **2 stars or less** on **any** of the star rating questions, then an email containing details from the feedback form will automatically be sent to the appropriate person to investigate and resolve the issue.

The screenshot shows a customer feedback form titled "Welcome to our Customer Feedback page!" with a sub-header "We thank you for taking the time to complete feedback." The form is for "Marlowe Fire & Security Ltd" and contains several star-rated questions:

- How easy was it to arrange for our engineer(s) to attend?
- Did our engineer(s) arrive on time?
- Did our engineer(s) leave your site clean and tidy?
- Did the quality of workmanship meet or exceed your expectations?
- Was our engineer(s) polite and courteous?
- Overall how were you satisfied with the work we completed?

Below the questions is a text box for "Is there anything else you would like to let us know?". At the bottom, there is a section for contact details: "If you would like us to contact you or you wish to be entered for our monthly prize draw to win € 50 of Love to Shop Vouchers please provide your details below." This section includes input fields for "Full Name", "Email", and "Phone Number". A blue "Submit" button is located at the bottom right of the form.

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