

Customer Satisfaction Survey - Questionnaire

To provide better and more cost-effective service that keep up with the times, we invite you to take a few minutes to complete this survey. Your feedback will help us to understand your need and improve our service.

Name: _____ Phone number: _____

Department: _____ Building concerned: _____

Q1. Please rate the service(s) you have received. (① = Very poor, ③ = Satisfactory, ⑤ = Excellent)

Services	Accessible ¹	Responsive ²	Reliable ³	Professional ⁴	Understanding ⁵	Overall Rating ⁶	Improvement ⁷
	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Service Hotline							
Cleaning Services							
Landscaping Services							
Building Repair /Maintenance							
Building Renovation							
Electrical & Mechanical (E&M) Repair /Maintenance							
E&M Renovation							
Road & Slope Maintenance							

****Remarks:**

- [1] Accessible - Can you reach our staff easily when you need assistance?
- [2] Responsive - Did our staff respond appropriately to your request in a reasonable time? Did they keep you updated with the progress?
- [3] Reliable - Can our service meet/exceed your expectation? Did our staff complete the works within the agreed timeframe with satisfactory quality?
- [4] Professional - Do you think our staff is knowledgeable and skillful enough to solve your problems/complete the required tasks?
- [5] Understanding (Customer needs) - Did our staff fully understand your need? Are you satisfied with our handling of your enquiry/complaint?
- [6] Overall Rating - How would you rate your overall satisfaction with our services?
- [7] Improvement - Did you experience any improvement of our services? (W=Worse,S=Same,B=Better)

Q2. What aspect of our services are you most satisfied with? Why?

Q3. What aspect of our services are you least satisfied with? Why?

Q4. Other comment / suggestion for improvement

This is the end of the survey. Thank you for your time.

This survey is conducted for statistical purpose. All information provided herein will be kept in strict confidence.

Please return the completed form to Estates Management Office by email: EMO@cuhk.edu.hk