Customer Satisfaction Survey – Questionnaire

To provide better services, we invite you to take a few minutes to complete this survey. Your feedback will help us understand your needs and improve our services.

Name: _____ Phone number: _____

Department: _____ Building concerned: _____

Q1. Please rate the service(s) you have received. (① = Very poor, ② = Poor, ③ = Fair, ④ = Satisfactory, ⑤ = Excellent)

Services	Accessible[1]	Responsive[2]	Reliable[3]	Professional[4]	Understanding[5]	Overall Rating[6]	Improvement[7]
	① Very poor, ② Poor, ③ Fair, ④ Satisfactory, ⑤ Excellent						Ⓦ Worse, Ⓢ Same, Ⓑ Better
	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	W S B
Service Hotline	O O O O O	O O O O O	O O O O O	O O O O O	O O O O O	O O O O O	O O O
Cleaning Services	O O O O O	O O O O O	O O O O O	O O O O O	O O O O O	O O O O O	O O O
Landscaping Services	O O O O O	O O O O O	O O O O O	O O O O O	O O O O O	O O O O O	O O O
Building Repair /Maintenance	O O O O O	O O O O O	O O O O O	O O O O O	O O O O O	O O O O O	O O O
Building Renovation	O O O O O	O O O O O	O O O O O	O O O O O	O O O O O	O O O O O	O O O
Electrical & Mechanical (E&M) Repair /Maintenance	O O O O O	O O O O O	O O O O O	O O O O O	O O O O O	O O O O O	O O O
E&M Renovation	O O O O O	O O O O O	O O O O O	O O O O O	O O O O O	O O O O O	O O O
Road & Slope Maintenance	O O O O O	O O O O O	O O O O O	O O O O O	O O O O O	O O O O O	O O O

****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? [Please rate: Ⓦ Worse, Ⓢ Same, Ⓑ 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

Ver. 3/2026