

Customer Satisfaction Survey - Questionnaire

The Estates Management Office (EMO) would like to invite you to give your valuable opinion and comments on our services in order to review and enhance our service quality. Please take a few minutes to complete and return this survey questionnaire. Your feedback will definitely help us understand what is important to you and devise our services and facilities improvement plan accordingly.

Name: _____ Phone number: _____

Department: _____ Building concerned: _____

Q1. Please rate the services you have had been involved. (① = Very poor, ③ = Satisfactory, ⑤ = Excellent)

Services	Accessible **[1]	Responsive **[2]	Reliable **[3]	Professional **[4]	Understanding **[5]	Overall Rating **[6]	Improvement **[7]
Service Hotline	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	Ⓜ Ⓢ Ⓟ
Cleaning Services	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	Ⓜ Ⓢ Ⓟ
Landscaping Services	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	Ⓜ Ⓢ Ⓟ
Building Repair /Maintenance	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	Ⓜ Ⓢ Ⓟ
Building Renovation	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	Ⓜ Ⓢ Ⓟ
E&M **[8] Repair /Maintenance	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	Ⓜ Ⓢ Ⓟ
E&M **[8] Renovation	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	Ⓜ Ⓢ Ⓟ
Road & Slope Maintenance	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	①②③④⑤	Ⓜ Ⓢ Ⓟ

**Remarks:

- [1] Accessible - Can EMO staff be reached easily when you need help from them?
- [2] Responsive - Did EMO staff response to your enquiry quickly? Did they provide you update on the job status promptly?
- [3] Reliable - Are the services provided by EMO meet/exceed your expectation? Did EMO completed the works within the agreed timeframe with satisfactory quality?
- [4] Professional - Do you think EMO staff is knowledgeable and skillful enough to solve your problems/complete the required tasks?
- [5] Understanding (Customer needs) - Did EMO staff fully understand on your needs? Do you satisfy with the handling of your enquiry/complaint?
- [6] Overall Rating - How do you rate your satisfaction level of EMO services provided?
- [7] Improvement - Do you experience any improvement of our services? [Ratings: Ⓜ = Worse, Ⓢ = Same, Ⓟ = Better]
- [8] E&M = Electrical & Mechanical

Q2. What kind of services is your most satisfied? Why?

Q3. What kind of services is your least satisfied? Why?

Q4. Other comments / suggestion for improvements

Thank you very much for your valuable time for participation.

Please return the complete form to Estates Management Office by mail or Fax 3942 0909.