

# QUALITY OF SERVICE

# Client Questionnaire

CCS Recruitment are continually striving to provide a quality recruitment service and we would be most grateful if you could take a few minutes to complete this questionnaire to assist us in assessing future developments.

The information will be treated in the strictest of confidence and for the purpose of our client care improvement policy only.

<b>Name of company:</b>
<b>Which services have you used?</b>
<b>Contact name:</b>

Please rate the quality of our service by placing a tick in the appropriate box.

Rating: 1=high      4=low	High				Low	
	1	2	3	4	Don't know	Not applicable
1. How <b>efficient</b> are we in responding to your needs?						
2. How <b>effective</b> are we in responding to your needs?						
3. How do you rate the quality of the communication by:						
i) telephone						
ii) email						
iii) post/fax						
iv) face to face						
4. How do you rate our website in terms of <b>access</b> to relevant information?						
5. How do you rate our website in terms of <b>usefulness</b> of information?						
6. What is your overall impression of the quality of our service?						
7. Have you any suggestions on how we may improve the quality of our services?						
8. If required could we contact you for a testimonial? If no, why?						

Thank you for your help.

Please return this questionnaire, by post, to Lauren Tarr, Accounts Department. CCS Recruitment, 1<sup>st</sup> Floor Oak Green House, Stanley Green Business Park, Cheadle Hulme, Cheshire. SK8 6QL or via e-mail to [L.tarr@inspiredrecruitment.com](mailto:L.tarr@inspiredrecruitment.com)