

Section B: Customer Service Style

- 1 Did the advisor sound courteous Yes No
- 2 Was the advisor helpful Yes No
Clearly taking the time to ensure you query is dealt with
3. Did the advisor use listening skills? Yes No
Made it clear they understood what you were saying
- 4 Was your question answered fully? Yes No
5. Was the response clear and free of jargon? Yes No
*'YES' if clear concise, professional.
'NO' if muddled, unclear.*
- 6 Was the call ended politely? Yes No
Either thanked or similar polite ending
- 7 Was your call handled professionally? Yes No
(i.e no gaps, no background noise, didn't drop the phone or cut off the call)
- 8 Rate how your enquiry was dealt with Excellent Good OK Poor

Please comment on the call

Max Score

Actual Score

Percentage %

Max Score

Actual Score

Percentage %