

Client Research Questionnaire for Facilities Departments

A number of statements about quality of service you receive from your Contractor are listed below. Please indicate your level of agreement/disagreement with them by ticking one box for each statement.

Please award points between 1 to 10 for all questions

Statements	Please tick appropriate box	Agree Strongly	Agree Slightly	Neither A or D	Disagree Slightly	Disagree Strongly	Score 1 - 10
I am relieved of the day to day responsibility and hassle through effective and responsible management support?							
Facilities/Areas/Equipment provided to the Contractor are utilised effectively and usage/efficiency maximised?							
Standards of Hygiene, Health and Safety (where appropriate) are properly managed and controlled?							
Service level agreements are adhered to and results of monitoring reported on a regular basis?							
The quality of service provided in all areas is provided to the standards expected?							
My objectives, expectations and policies are clearly understood and responded to?							
The quality and image of the on site staff is high?							
There is clear evidence of a pro-active approach by the provision of regular cost saving options and new recommendations and initiatives?							
Our Contractor seems to care about our business and clearly demonstrate a desire to keep it?							

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Total:

Possible: **90**

Achievement: %