

Client Quality Assurance Questionnaire



Providing an exceptional service to our clients is crucial to the success of our business. To achieve this we welcome your comments, whether they are favourable or critical. To assist us in monitoring our service we would appreciate your confidential comments on the service that we provide by completing this questionnaire.

Please return your completed questionnaire by email to janette.withey@quay-people.co.uk or by fax to 020 7515 5177

Name:						
Position:						
Company Name:						
Address:						
Direct Line						
Email:						
What brought you to Quay People? <i>Please tick all that apply:</i>						
Reputation		Advertising		Recommendation		
Other (please give details)						
Please assess the following performance criteria:						
<i>Please tick relevant options</i>	Outstanding	Very Good	Good	Acceptable	Below Standard	Poor
Understanding of your requirements						
Speed of service						
Accuracy in matching candidates to vacancies						
Standard of candidates						
Efficiency of our accounting						
How can we improve our service?						
What do you like most about Quay People?						
Would you use Quay People again?					Yes	No
As a sole agency?					Yes	No
Along with other agencies?					Yes	No
Along with other methods of recruitment? If so, please specify					Yes	No
Would you be happy to recommend Quay People to other departments within your organisation?					Yes	No
Would you be happy to recommend Quay People to other organisations?					Yes	No
Would you be happy to give a testimonial? If so please comment:						