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# SURVEY RESULTS 2018

## CLIENT FEEDBACK

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Compiled by P Driver

FEBRUARY 1, 2019  
SERJEANT SECURITY LTD

### Q1 How effectively do we communicate ?

ANSWER CHOICES-	RESPONSES-
Excellent	37.50%
Good	62.50%
Adequate	0.00%
Poor	0.00%
Unacceptable	0.00%
TOTAL	8

#### Summary;

We have achieved 100% good and above with 37.50% giving excellent and 0% below good, we must be happy with this although would be good to try and push the excellent up slightly next year. Good effort from all the team

### Q2 How would you rate our overall approach to business ?

ANSWER CHOICES-	RESPONSES-
Excellent	50.00%
Good	50.00%
Adequate	0.00%
Poor	0.00%
Unacceptable	0.00%
TOTAL	8

#### Summary

We have achieved 100% good and above with 50% giving excellent and 0% below good, this is an excellent score and it is pleasing that the clients believe our approach is of such a high standard.

### Q3 Have we discussed our role in protecting the public?

ANSWER CHOICES-	RESPONSES-
yes	75.00%
No	0.00%
Unsure	25.00%
TOTAL	8

#### Summary

75% have recognised that we have discussed the important subject of our role of PTP with 25% unsure and 0% no this is a great result yet we need to ensure the 25% do understand these conversations going forward.

#### Q4 How do you rate our leadership skills ?

ANSWER CHOICES-	RESPONSES-
Excellent	37.50%
Good	62.50%
Adequate	0.00%
Poor	0.00%
Unacceptable	0.00%
TOTAL	8

#### Summary

Again 100% Good or above with 0% below a good score, we must aim to try and push the excellent above 37.5% next year.

#### Q5 Do you think we deal with you ethically?

ANSWER CHOICES-	RESPONSES-
Yes	100.00%
No	0.00%
Unsure	0.00%
TOTAL	8

#### Summary

This is extremely pleasing and we must be very proud off the fact 100% of our customers think we deal with them ethically.

#### Q6 How do you rate our performance from a scale of 1-5 ? (1 being low 5 being high)

ANSWER CHOICES-	RESPONSES-
1	0.00%
2	0.00%
3	12.50%
4	37.50%
5	50.00%
TOTAL	8

#### Summary

87.5% 4 and above once again a great result lets try and convert the 12.50% of 3 scores (medium) next year.

**Q7 Compared to our competitors, are our prices more or less reasonable, or about the same?**

ANSWER CHOICES-	RESPONSES-
More	12.50%
Less	0.00%
Same	87.50%
TOTAL	8

**Summary**

This indicates 87.5 of our clients believe we are in the same price range as our competitors which is where we want to be, with only 12.5 believing we are more expensive I believe this is a good place to be, there will always be those that will be cheaper and undercut yet we should ask the question is it at the cost of service delivery and quality?

**Q8 How would you rate the standard of Security Officer provided by Serjeant Security ?**

ANSWER CHOICES-	RESPONSES-
Excellent	62.50%
Good	37.50%
Adequate	0.00%
Poor	0.00%
Unacceptable	0.00%
TOTAL	8

**Summary**

100% of clients believe our officers are in the range of good and above, with 0% saying adequate or below this is a great standard to set, going forward we need to keep that momentum and strive to increase the excellence.

**Q9 How do you rate our professionalism?**

ANSWER CHOICES-	RESPONSES-
Excellent	75.00%
Good	25.00%
Adequate	0.00%
Poor	0.00%
Unacceptable	0.00%
TOTAL	8

**Summary**

25% of clients believe our professionalism is good, yet 75% believe Excellent. Once again a great result this year yet push the barriers and continue to improve where it is possible.

## **Overview Summary**

The results this year overall have been outstanding, congratulations to the team all round, with nearly all categories not receiving and feedback in the lower scoring area, the only slight criticism maybe that there were some clients unsure of the protecting the public conversation, this could be that they have happened yet not remembered, so I would say we could look at ways to ensure a clearer understanding in the area, apart from that a very good year for us and our client by all accounts



7<sup>th</sup> February 2019