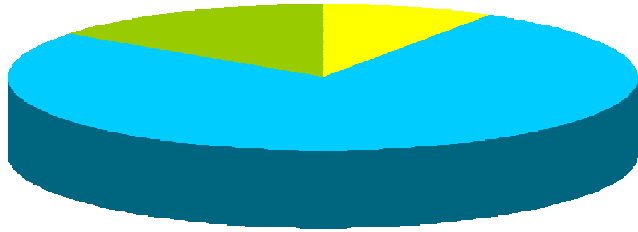


# Client Questionnaire Report - March 2011

Q2. How would you rate our general telephone manner?



Value	Count	Percentage %
1 Poor	0	0
2	0	0
3	3	9
4	26	76
5 Very Good	5	15

Q3. If you communicate with our office by e-mail, how do you rate the speed of our reply, when requested?



Value	Count	Percentage %
1 Poor	0	0
2	2	6
3	10	30
4	16	48
5 Very Good	5	16

Q5. How satisfied are you with our levels of customer Service, maybe when calling for a quotation or POD?



Value	Count	Percentage %
1 Poor	0	0
2	3	9
3	4	12
4	20	59
5 Very Good	7	20

Q6. How satisfied are you with our collection service/ arrangements?



Value	Count	Percentage %
1 Poor	0	0
2	1	3
3	2	6
4	21	64
5 Very Good	9	27

Q7. How would you rate our all round delivery performance?



Value	Count	Percentage %
1 Poor	0	0
2	0	0
3	4	12
4	23	67
5 Very Good	7	21

Q8. How would you rate our performance when/if you Request a Proof of Delivery confirmation from us?



Value	Count	Percentage %
1 Poor	0	0
2	1	3
3	3	10
4	16	54
5 Very Good	10	33

# Client Questionnaire Report - March 2011

**Q9. Overall, how would you rate our post delivery performance, return of PODs / issue of invoices?**



Value	Count	Percentage %
1 Poor	0	0
2	0	0
3	4	13
4	19	59
5 Very Good	9	28

**Q10. How would you rate us overall in terms of transacting/ease of use?**



Value	Count	Percentage %
1 Poor	0	0
2	0	0
3	5	15
4	21	62
5 Very Good	8	23

**Q11. Do you believe our services represent good value for money?**



Value	Count	Percentage %
1 Poor	0	0
2	1	3
3	10	29
4	20	59
5 Very Good	3	9

**Q12. How do you find using our online job booking facility?**



Value	Count	Percentage %
1 Poor	0	0
2	0	0
3	1	11
4	7	78
5 Very Good	1	11

**Q13. How well do our drivers represent our business?**



Value	Count	Percentage %
1 Poor	0	0
2	1	3
3	4	12
4	19	58
5 Very Good	9	27

**Q14. How would you rate the general appearance of our vehicles and fleet?**



Value	Count	Percentage %
1 Poor	0	0
2	0	0
3	2	6
4	14	42
5 Very Good	17	52