



CUSTOMER SERVICE INITIATIVE

SURVEY OF CUSTOMER SERVICE EMPLOYEES

TELL US WHAT YOU THINK!

About You (please tick)

Staff No: _____

Gender: Male Female

Age: 18-25 26-35 36-50 51+

Service (Years): Under 5 5-10 11-15 16+

Employer: AIB BOI Danske Ulster

Educational Attainment:

Leaving Cert/A Level Degree Post-graduate

Other (please specify) _____

Training Needs: (you may select more than one)

IT/Computer CV/Interview Career Planning

Health & Safety IBOA Representative

Tell us more (add any further comments here)

Large empty box for additional comments.

Please return the completed questionnaire to your local IBOA Rep so that she/he can forward it on to the Union.

About Your Job (please tick)

Most people would like to be paid more money. But on balance do you consider that your pay is:

- adequate? slightly inadequate? inadequate?
 grossly inadequate?

How would you describe your working environment:

- pleasant? satisfactory? unsatisfactory?
 extremely unsatisfactory?

Are you concerned about: (you may select more than one)

- sales pressure? call time targets? call volume targets?
 staff monitoring? workplace stress?

Have you ever felt pressured to meet targets?

- Yes No

Do you feel there are obstacles in your workplace to providing quality customer care and service?

- Yes No

If yes, do you consider any of the following to be obstacles:

(you may select more than one)

- targets? monitoring? stress?

Do you consider the manner in which your work performance is monitored to be:

- lax? acceptable? mildly intrusive? grossly intrusive?

Do you feel you have been adequately trained for your work roles and responsibilities?

- Yes No

Which do you consider to be your employer's higher priority?

- Sales Service

Do you believe that customers are ever sold products they do not need?

- Yes No

Do you consider a review of customer service provision would benefit staff and customers?

- Yes No