



## CLIENT SATISFACTION QUESTIONNAIRE

Please “✓” check the following Winston services and divisions utilized

**Temporary**       **Temp to Perm**       **Permanent**

- Winston Temporaries – Office Support Services**
- Winston Medical Temporaries – Allied Health Division**
- Winston Nurse Staffing – Clinical / Nursing Professionals**
- Winston Data Services**
- Accountants Today**
- Winston Legal**
- Winston Advertising**
- Winston Scientific**
- Winston Information & Procurement System - WIPS**
- Winston Vendor Management Program**

\_\_\_\_\_  
( Client Representative )

\_\_\_\_\_  
( Title )

\_\_\_\_\_  
( Firm or Facility Name )

\_\_\_\_\_  
( Department )

\_\_\_\_\_  
( Date )

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
( Address )



PLEASE RATE THE FOLLOWING:

COMMUNICATION

NEVER                      SOMETIMES                      FREQUENTLY                      ALWAYS

- 1. Are you pleasantly greeted when calling Winston?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS
- 2. Is your call put "on-hold"?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS
- 3. Is your call disconnected?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS
- 4. Are you connected with the correct Winston representative or department?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS
- 5. Do you immediately access voicemail?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS
- 6. Are your voicemail messages responded to in a timely manner?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS
- 7. Would you prefer to speak directly to an individual?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS

SERVICE

- 8. Is your staffing need or concern responded to in a timely manner?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS
- 9. Are you offered assistance and responded to in a courteous manner?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS
- 10. Is your concern addressed / resolved to your satisfaction?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS
- 11. Are you satisfied with the assistance offered from your Winston representative?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS
- 12. Are your staffing needs filled with the appropriate personnel / skill level?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS
- 13. Are you advised of the progress / status of your request on a timely basis?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS

QUALITY

- 14. Do you experience timely arrivals of the supplemental personnel assigned to your facility?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS
- 15. Are you satisfied with the attire/dress or uniform of the supplemental personnel assigned to you?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS
- 16. Are you satisfied with the quality / performance of the supplemental personnel assigned to you?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS

24 HOUR SERVICE CENTER

- 17. Have you contacted our office during evening or weekend hours, reaching our 24 hour service center?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS
- 18. Was your call received and responded to in a professional manner?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS
- 19. Was your staffing need or concern responded to in a timely manner?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS
- 20. Were you advised of the progress / status of your request?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS
- 21. Were you satisfied with the assistance offered from the service center coordinator?  NEVER                       SOMETIMES                       FREQUENTLY                       ALWAYS



**ACCOUNTING**

- |  |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| 22. Have you had occasion to speak with a representative from our Accounting Department? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 23. Was your inquiry responded to in a timely manner?                                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 24. Was the issue or question resolved in a pleasant and professional manner?            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 25. Were you advised of progress/status of outstanding issue or question?                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**WINSTON INFORMATION & PROCUREMENT SOFTWARE**

- |  |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| 26. Do you utilize Winston's on-line web portal to access your account information?        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 27. Do you feel that the site is user friendly?  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 28. Would you be interested in utilizing an electronic timesheet for your temporary staff? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Comments:

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