

Customer Name:		Date of Review:	
Details of Commission:		Review Carried out by (names):	

The purpose of this review is to measure your satisfaction with our service and the success of the commission to date.

- In response to your comments, we will review our approach to your commission. We will benchmark our performance and make the necessary adjustments to achieve continual improvement.
- If because of this review we feel the need to change the way we are approaching your commission, we will discuss our proposals with you before we make any significant changes.
- If the commission is ongoing, we will normally carry out a follow up review at an appropriate time, usually at 6 or 12 monthly intervals, to suit your commission.

This review is part of our drive to continually improve our service to our customers.

Score: 10 = totally satisfied; 5/6 = neither satisfied nor dissatisfied; 7=commercially acceptable; 1=totally dissatisfied.

How has the overall RealWorth’s service delivery been in terms of:

		Score (1-10)	Comments
1.	Initiative Ability to anticipate issues.		
2.	Reliability Consistency of performance and information.		
3.	Credibility & Professionalism Trustworthiness, honesty.		
4.	Capability Possessing the required technical skills and knowledge to perform the service.		
5.	Innovation Ability to use innovative ideas/techniques during provision of service.		
6.	Timely Delivery Responsiveness and timeliness of the delivery of service. e.g., call back, letters, actions.		

		Score (1-10)	Comments
7.	Quality of service Overall satisfaction with the quality of the service provision.		
8.	Overall Performance Satisfaction with overall performance in service delivery.		
9.	Value for money Assessment of VFM of service provision.		

General Comments / Observations

10.	<p>Are there any performance improvement measures which you believe we should implement to enhance the quality of service we provide to you?</p> <p>Either specifically in relation to the SuROI approach / service we provide - or in more general terms</p>	
11.	<p>Do you have any general observations on your market that you wish to share, or any matters relating to your current and future business challenges, opportunities or needs?</p>	
12.	<p>Are there any other questions you would like to ask specifically regarding the commission, or about your relationship with RealWorth?</p>	

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13.	<p>Please provide in a sentence or two your overall feelings about working with RealWorth on this commission.</p> <p>I agree that RealWorth can use this in their marketing material.</p> <p>I agree that I can be named personally.</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
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To be completed by RealWorth Account Manager after the interview:

A.	Specific follow-up actions - please include owner and “action by” date.	<p>Please note all agreed actions alongside the corresponding question.</p> <p>Agreed actions for items scoring 4 or below should be noted in red alongside the actual question above to indicate agreed close out date and owner.</p>
B.	Client’s future and objectives. Are there further opportunities for RealWorth?	
C.	Agreed next review date (if appropriate)	