

# TELL US WHAT YOU THINK ABOUT OUR HIGH STANDARD CLEANING SERVICE

## SUMMARY OF SURVEY RESPONSES

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PREPARED FOR:

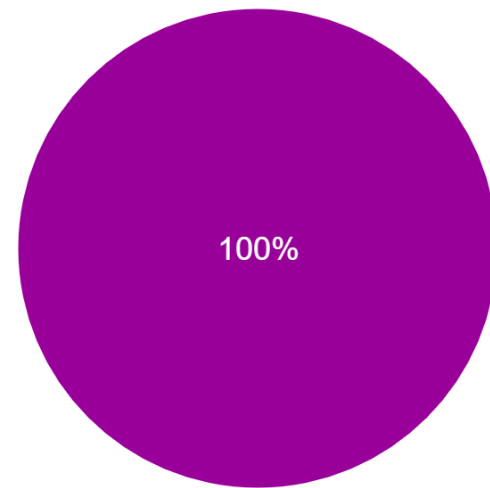


THURSDAY 11<sup>TH</sup> JUNE 2020

# QUESTION SUMMARY

Question 1: How do you rate the overall satisfaction of the service provided by HSCS? (Please select one answer.)

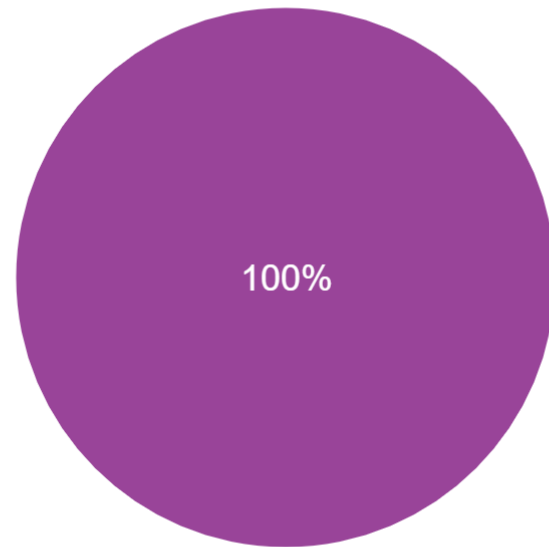
6 responses



- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't know

Question 2: How likely is it that you would recommend HSCS to friends, family or other businesses? (Please select one answer.)

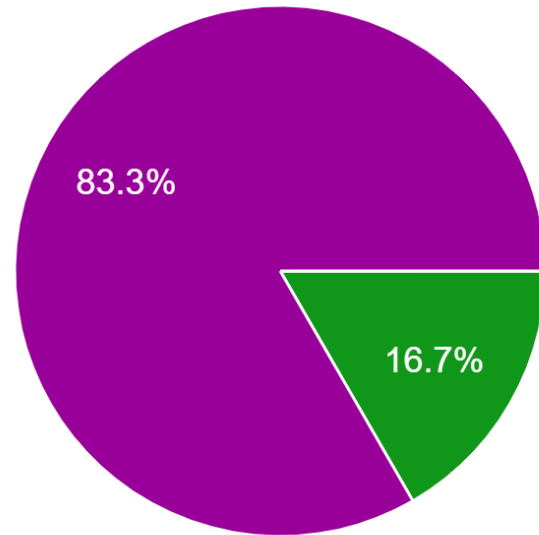
6 responses



- 0 (highly unlikely)
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 (highly likely)

Question 3: How do you rate the value for money of the service you have bought from HSCS?  
(Please select one answer.)

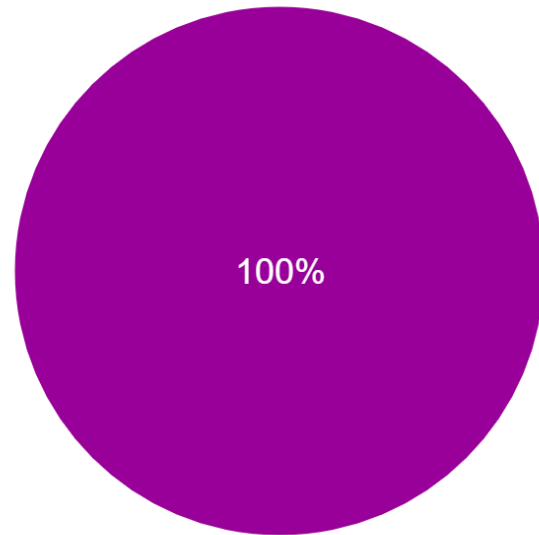
6 responses



- Very poor value
- Poor value
- Neither poor nor good value
- Good value
- Very good value
- Don't know

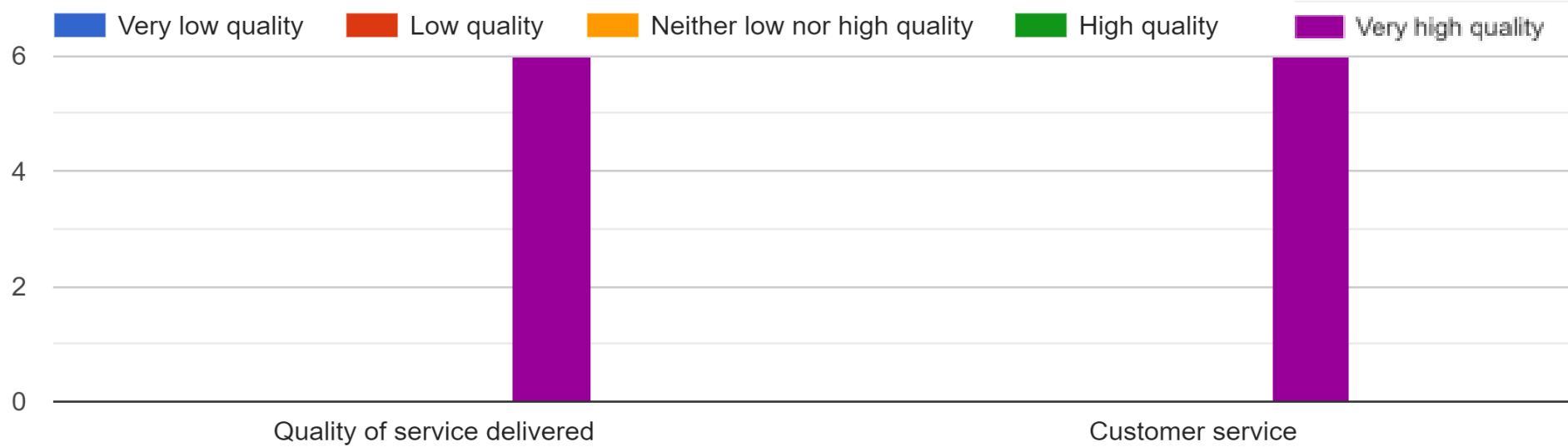
Question 4: How fairly do you feel you are treated in your interactions with HSCS? (Please select one answer.)

6 responses



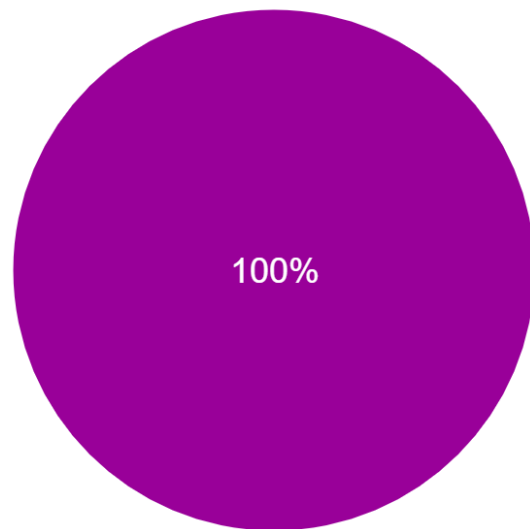
- Treated very unfairly
- Treated unfairly
- Treated neither unfairly nor fairly
- Treated fairly
- Treated very fairly
- Don't know

Question 5: Please think about the service delivered by HSCS, please rate the following two areas using the scales listed below: (Please select one answer in each row.)



Question 6: How friendly is the person or persons from HSCS that provide the cleaning services for you? (Please select one answer.)

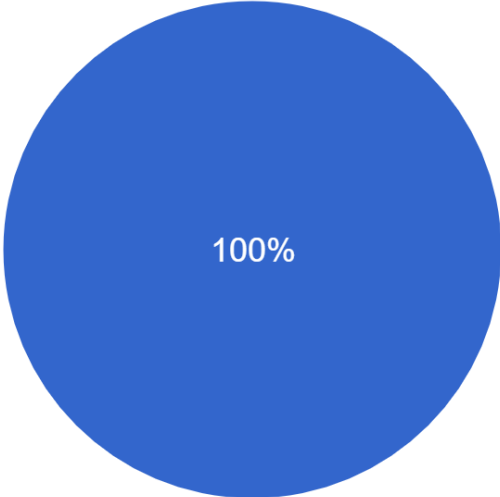
6 responses



- Very unfriendly
- Unfriendly
- Neither unfriendly nor friendly
- Friendly
- Very friendly
- Don't know

Question 7: Are the cleaning services from HSCS provided within the timescales you agreed with the company? (Please select one answer.)

6 responses



- Yes
- No
- Sometimes
- Don't know



Question 8 - Optional: If you would like to leave any good comments or comments about how HSCS can improve its service to you, please use the space provided below:

6 responses

Absolutely brilliant. I can't speak highly enough about the quality of service we have received so far. Parents, staff and children have all commented on how clean the school is. Nothing is too much trouble for Tim and Dawn. I have recommended the company without reservation to a number of my Headteacher colleagues.

Fantastic! A super service - the school is spotless :-)

New to HSCS, but my initial observations are that the company provides great work at great prices and no job is too small to complete. Always available and willing to work - great to see.



Fantastic deep clean provided by HSCS, very impressed with the quality of work carried out and the efficiency of the staff. Would definitely use again.

Outstanding. Turned our school around.

HSCS provide our school with exceptional standards, such a professional company. They go above and beyond the line of duty highly recommend.