MARCH 2011 QUALITY SURVEY
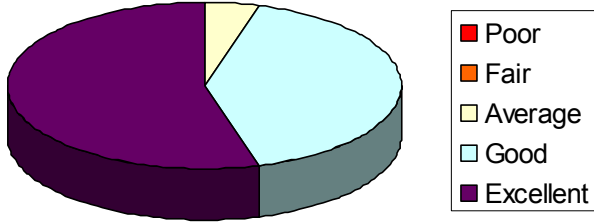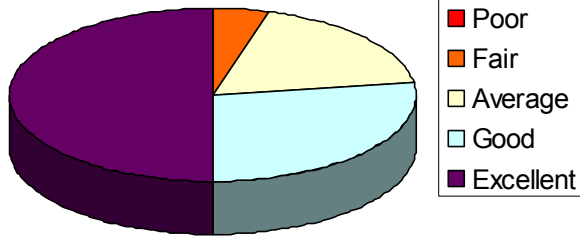
OFFICE STAFF Courteous, helpful, knowledgeable?
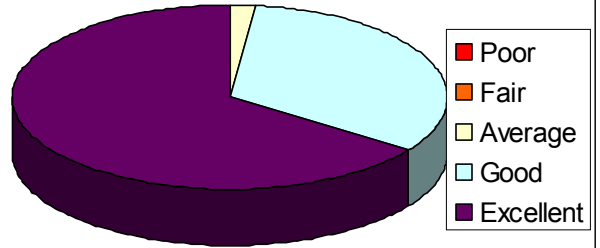
- Poor
- Fair
- Average
- Good
- Excellent

CONSULTING STAFF Did we explain the scope of the job?

- Poor
- Fair
- Average
- Good
- Excellent
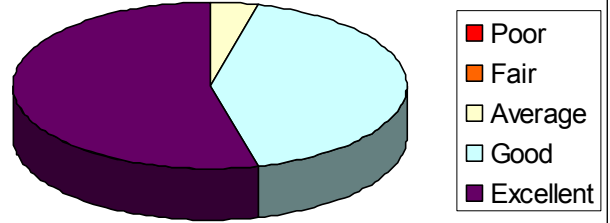
ACCOUNTING STAFF Courteous, helpful, knowledgeable?

- Poor
- Fair
- Average
- Good
- Excellent

How well did we fulfil our mandate?

- Poor
- Fair
- Average
- Good
- Excellent

How well did we keep you in the loop?

- Poor
- Fair
- Average
- Good
- Excellent

Courteous, helpful, knowledgeable?

- Poor
- Fair
- Average
- Good
- Excellent
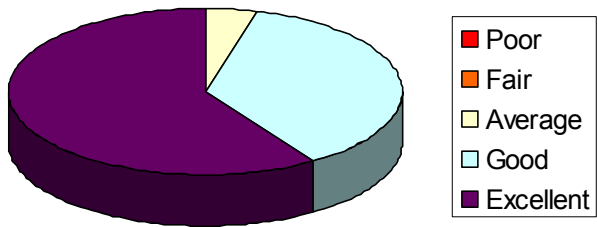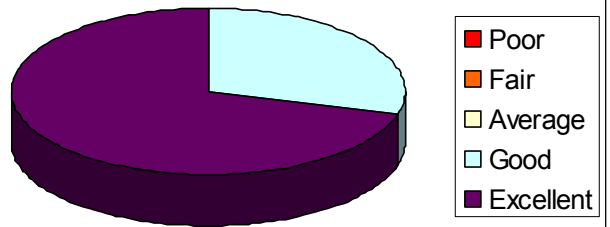
MARCH 2011 QUALITY SURVEY

ASSIGNMENT How was our response time?

- Poor
- Fair
- Average
- Good
- Excellent
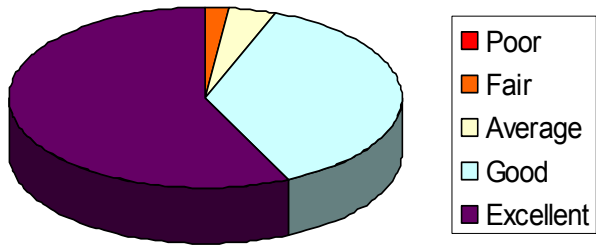
WEB SITE How useful is our Client Area?

- Poor
- Fair
- Average
- Good
- Excellent
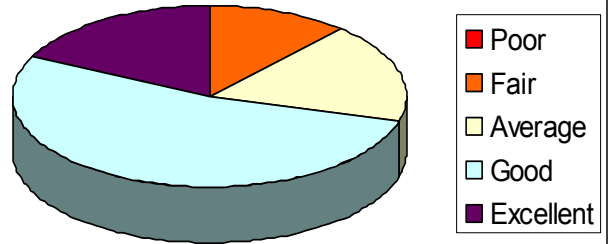
Did you get value for money?

- Poor
- Fair
- Average
- Good
- Excellent
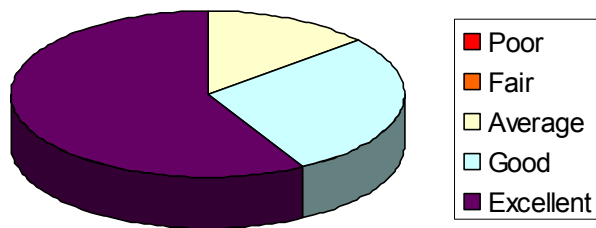
How useful is our Web Site generally?

- Poor
- Fair
- Average
- Good
- Excellent
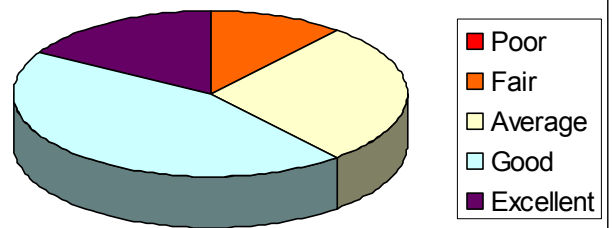
Our performance compared to previous assignments?

- Poor
- Fair
- Average
- Good
- Excellent
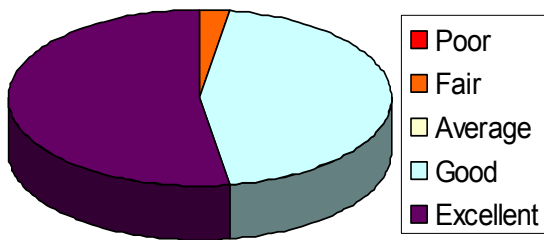
How easy is it to navigate?

- Poor
- Fair
- Average
- Good
- Excellent
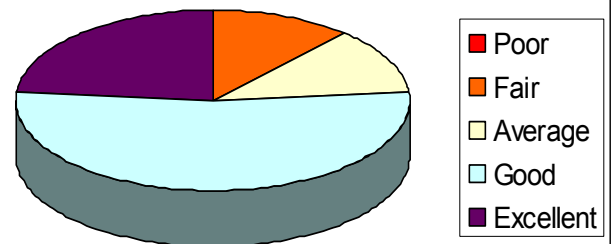
MARCH 2011 QUALITY SURVEY

ELECTRONIC BULLETINS How useful are the Action Alerts?

- Poor
- Fair
- Average
- Good
- Excellent
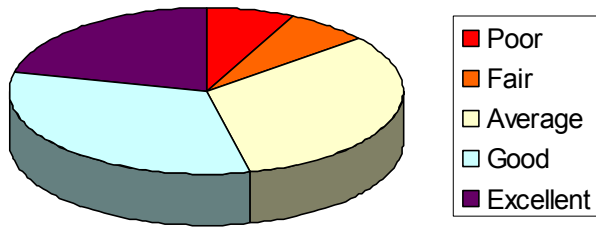
NEWSLETTER How useful is Newsletter?

- Poor
- Fair
- Average
- Good
- Excellent
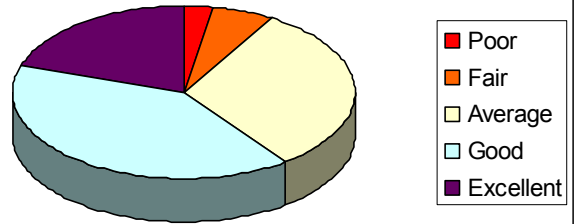
How useful are the Case Studies?

- Poor
- Fair
- Average
- Good
- Excellent
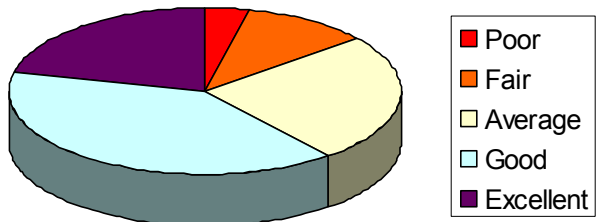
NEWSLETTER How well does it describe our services?

- Poor
- Fair
- Average
- Good
- Excellent
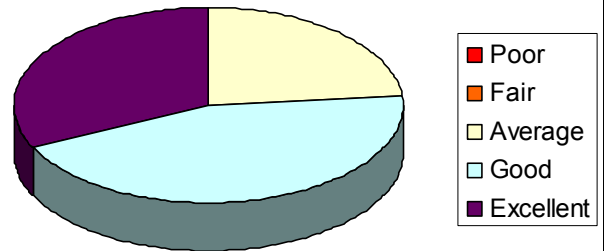
How useful are the Office/Warehouse Surveys?

- Poor
- Fair
- Average
- Good
- Excellent
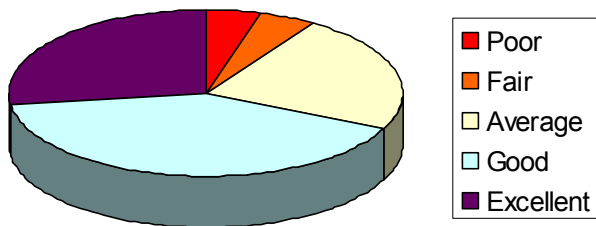
NEWSLETTER How well does it describe our depth of knowledge?

- Poor
- Fair
- Average
- Good
- Excellent
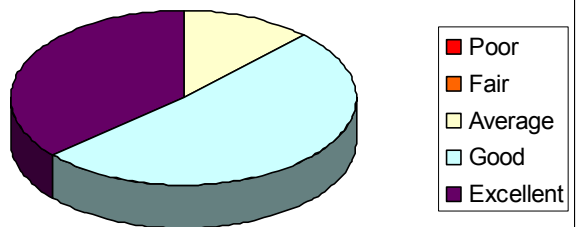
How useful is the Property Investors Club (PIC)?

- Poor
- Fair
- Average
- Good
- Excellent