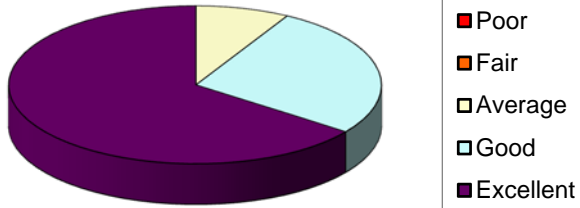
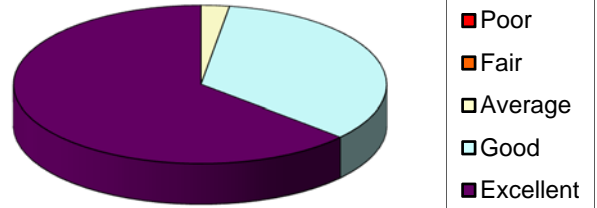


MARCH 2014 QUALITY SURVEY

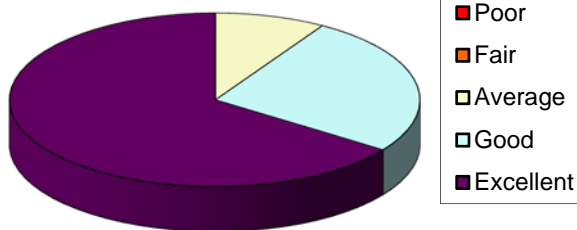
OFFICE STAFF Courteous, helpful, knowledgeable?



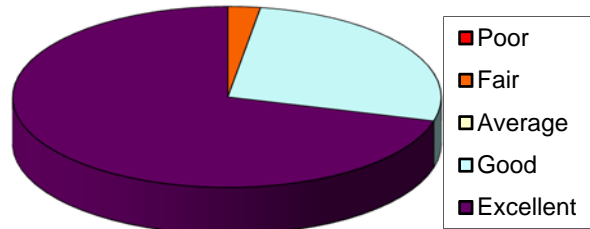
CONSULTING STAFF Did we explain the scope of the job?



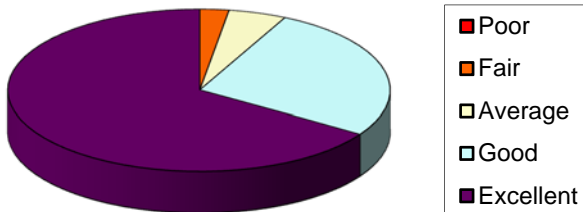
ACCOUNTING STAFF Courteous, helpful, knowledgeable?



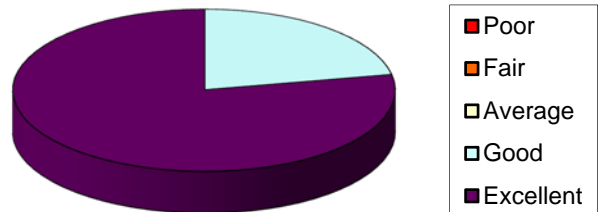
How well did we fulfil our mandate?



How well did we keep you in the loop?

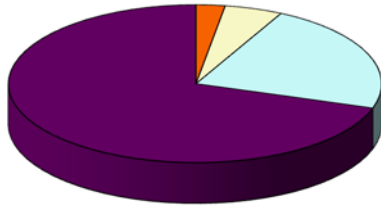


Courteous, helpful, knowledgeable?



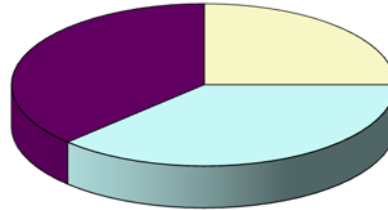
MARCH 2014 QUALITY SURVEY

ASSIGNMENT How was our response time?



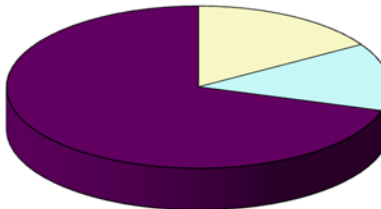
- Poor
- Fair
- Average
- Good
- Excellent

WEB SITE How useful is our Client Area?



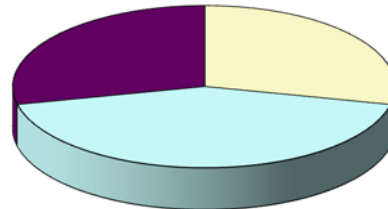
- Poor
- Fair
- Average
- Good
- Excellent

Did you get value for money?



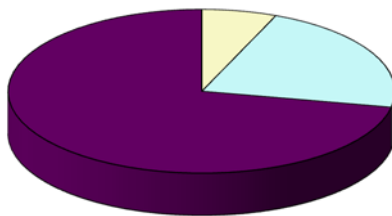
- Poor
- Fair
- Average
- Good
- Excellent

How useful is our Web Site generally?



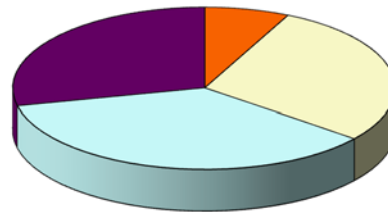
- Poor
- Fair
- Average
- Good
- Excellent

Our performance compared to previous assignments?



- Poor
- Fair
- Average
- Good
- Excellent

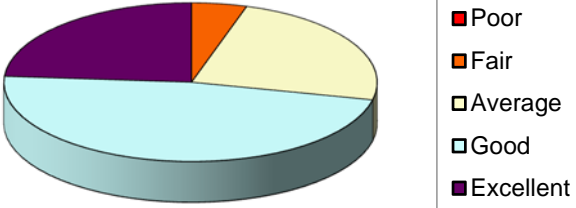
How easy is it to navigate?



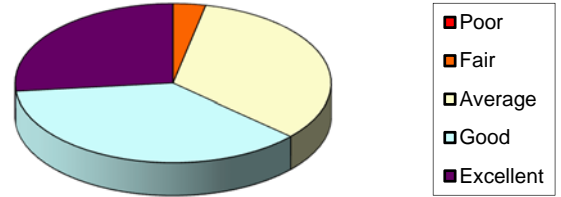
- Poor
- Fair
- Average
- Good
- Excellent

MARCH 2014 QUALITY SURVEY

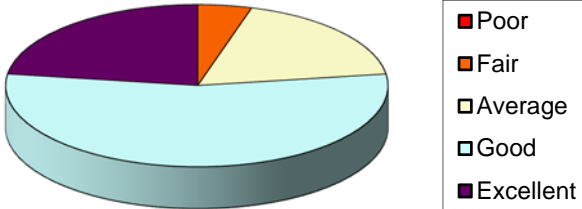
ELECTRONIC BULLETINS How useful are the Action Alerts?



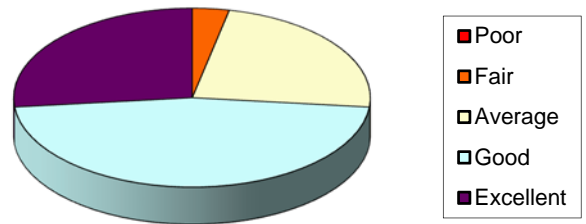
NEWSLETTER How useful is Newsletter?



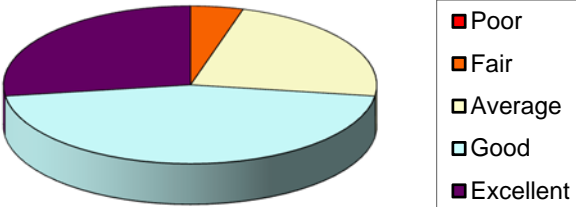
How useful are the Case Studies?



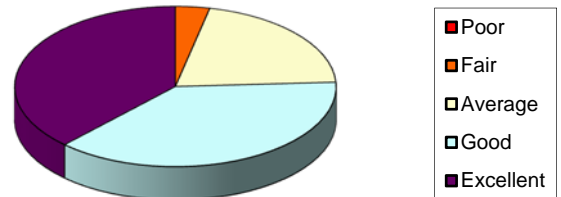
NEWSLETTER How well does it describe our services?



How useful are the Office/Warehouse Surveys?



NEWSLETTER How well does it describe our depth of knowledge?



How useful is the Property Investors Club (PIC)?

