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Telephone Quality Check on Contact Centre




Date & Time Address Name of TI

Enquiry

Questions	Y/N	Comment
Did you experience any difficulties getting through to the contact centre?		
Did the call handler introduce themselves clearly and give a name? (please record the name)		
If applicable, did the call handler transfer you through to the relevant department?		
Was the call handler polite?		
Did you have to have an appointment made for you?		
Did the call handler deal with your enquiry to your satisfaction?		
Were you able to hear the call handler clearly without any background noise?		
If relevant, were you advised as to the next steps/directions that need to be followed to resolve your enquiry?		

Comments and overall impression of the service received.

Overall how would you rate the service you received from the Repairs Hotline?

 <input type="text"/> <p>(Green)</p>	 <input type="text"/> <p>(Amber)</p>	 <input type="text"/> <p>(Red)</p>
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Tenant Inspector Rating: Tenant Rating: