

"Your willingness to help with whatever problem we may have. Getting a quote from you is also extremely easy, may sound silly but other companies can be terrible at it."

- Research & Innovation Services



"Rob is always exceptional, courteous and efficient; Sarah C always provides quick and speedy response."

- Staff House

"Very personable staff who keep us informed when we have a problem. "

- Centre for Endocrinology, Diabetes & Metabolism

"Fast, efficient service, polite engineers always have time to go through the problems and understand immediately how to rectify – very experienced and professional."

- EISU

"Friendly fast, professional service. Very nice on phone. Cheerful engineers who explain things carefully and patiently and who take their time. Good natured even if it a very minor problem."

- Public Health

"Always really friendly and helpful when booking an engineer. Engineer always arrives on time and is able to fix machine quickly (which is a miracle considering how old our machine is!) Engineer always keeps us informed of what is broken/been repaired etc. "

OYSTER
PRINTER/COPIER SOLUTIONS

**CUSTOMER
SATISFACTION
QUESTIONNAIRE**

SEPTEMBER 2014

**UNIVERSITY OF
BIRMINGHAM**

BIRMINGHAM UNIVERSITY

RESPONSE:



84.2% Said we Responded **EXTREMELY QUICKLY**

92.1% Said we were **Extremely Attentive**

89.5% said we **fix** their machine **quickly, efficiently** and with **minimal fuss**

97.4% said that they were **happy** with our **response time** or we **exceeded** it.

(current average response time to calls is 2 hours 36 minutes)

89.5% say that they are **very satisfied** with the service they receive

65.8% say they would **recommend** us to family and friends

Response based on 38 forms completed

*"Can always get somebody
on the phone."*

- School of Cancer Sciences

*"Prompt response whenever we call
your office and the engineer (Rob) is
always very helpful, nothing is too
much hassle."*

- Ash House

*"It's the ease and the speed of service we like and
rely on. Our copier is now the main printer for
each member of staff (no individual printers in
rooms), so if there is an issue, it's imperative that
it's dealt with quickly and efficiently – and we
never have to worry about that. 😊"*

- English Language & Applied Linguistics

*"Very approachable, friendly,
knowledgeable and helpful staff.
Excellent customer service."*

- Clinical & Experimental Medicine



*"Every member of staff I have spoken to by phone has been
extremely courteous and helpful. The same goes for the engineers
who arrive promptly, are always cheerful and get the job done
quickly. Excellent service."*

- Admissions