

“Always a complete professional maintenance/
repair. Service with a smile!” *(Park Hall School)*

“Excellent Customer Service from
initial phone call and arrival of
Mr. Potts 😊.”
(St Mary The Mount School)



“I would highly
recommend
Oyster.”
(Reedwood E-ACT Academy)

“Excellent Communication. Rapid response with supplies/
service. Competitive prices. Excellent tea drinking!”
(Elmwood School)

“We always receive a quick response to any query, staff are
always friendly and helpful.” *(Sunshine School)*

“Look after your customers!
Always willing to help and
sort out any problems.”
(Charles Caddy Walker Academy)



“Your customer service is excellent and your engineers are
knowledgeable & courteous. I have always felt that the
equipment you supply is competitively priced.”
(Pelsall Village School)

OYSTER
PRINTER/COPIER SOLUTIONS

CUSTOMER SATISFACTION

QUESTIONNAIRE

SEPTEMBER 2014

Walsall Education

Walsall Council

WALSALL EDUCATION RESPONSE:



97.8% Said we Responded **EXTREMELY QUICKLY**

100% Said we were **Extremely Attentive**

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

81.4% said that they were **happy** with our **response time** or we **exceeded** it.

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

100% say that they are **very satisfied** with the service they receive

95.2% Say they would **recommend** us to family and friends,

giving us a score of **10/10** (the other 4.76% gave us 9/10!)

Response based on 43 forms completed

What we do well...



“Always efficient, polite, friendly & professional. We never have to wait for service or toners. The lads are a credit to your company!!”

(Caldmore School)

“Friendly, helpful office staff and engineer on site always the same day and usually within the hour after call. Prepared to go the extra mile to provide complete customer satisfaction. Excellent customer service and Pete should be employee of the year!” *(Millfields School)*



“Very Prompt service, always smiling. No job too small”

(St Francis School)

“Fix Stuff.”

(Pool Hayes School)

“Response is quick. Staff very polite & helpful”

(Fibbersley Park)

“Oyster looks after us. Nothing is too much trouble and customer service is excellent.”

(St Josephs Catholic School)