

**Location:**

City Clinic** (HTH City Clinic)
 Phone: 02 9299 4977 Level 7, 50 King Street
 Sydney NSW Australia 2000

Shop Date: Aug-12-10 Thursday

Score: 100.00%

Telephone Evaluation

Sections	Score	Possible	Pct
01. Business Service Manner	15	15	100.00 %
02. Employee Service Manner and Product	33	33	100.00 %
03. Recommendation	10	10	100.00 %
Totals	<u>58</u>	<u>58</u>	

Categories	Score	Possible	Pct
02. Service	53	53	100.00 %
03. Speed	5	5	100.00 %
Totals	<u>58</u>	<u>58</u>	

Location:

City Clinic** (HTH City Clinic)
 Phone: 02 9299 4977 Level 7, 50 King Street
 Sydney NSW Australia 2000

Evaluation Date: Aug-12-10 Thursday

Time In: 04:30 PM

Time Out: 04:36 PM

Telephone Evaluation

SECTION#1 Business Service Manner

Q.#	Question	Answer	Score/Possible	%
1	Was the phone call answered? (By either an answering machine or person)	Yes	5 / 5	100
2	If an answering machine or answering service picked up, was your call returned within 24 hours?	N/A	N/A	
3	Did the team member speak clearly on the phone or answering machine?	Yes	5 / 5	100
4	Was the team member helpful with your enquiry?	Very helpful	5 / 5	100
5	Please provide a description of the team member who answered the phone.	Rachelle, Female, Happy,		
Section Totals:			15 / 15	100

Section Comments

The phone was answered quickly and Rachelle sounded happy from the get go.

SECTION#2 Employee Service Manner and Product Knowledge

Q.#	Question	Answer	Score/Possible	%
6	Please rate the greeting used.	Very Good	5 / 5	100
7	Was the name of the business used when the phone was answered, or when you received a call back?	Yes	4 / 4	100
8	Did the team member have a warm and friendly manner?	Very warm and friendly	4 / 4	100
9	Please rate the team members listening skills. Did they listen attentively to your needs?	Excellent	4 / 4	100
10	How well did you think the team member confirmed or understood your requirement?	Very well	3 / 3	100
11	Based on the team members responses, what was your perception of their product knowledge?	Excellent	5 / 5	100
12	What sort of attempt did the team member make to close the enquiry/sale?	Strong Attempt to Close	4 / 4	100
13	Was the team members farewell polite and appropriate?	Very Polite	4 / 4	100

Location:

City Clinic** (HTH City Clinic)
 Phone: 02 9299 4977 Level 7, 50 King Street
 Sydney NSW Australia 2000

Evaluation Date: Aug-12-10 Thursday

Time In: 04:30 PM

Time Out: 04:36 PM

Telephone Evaluation

SECTION#2 Employee Service Manner and Product Knowledge

Q.#	Question	Answer	Score/Possible	%
Section Totals:			33 / 33	100

SECTION#3 Recommendation

Q.#	Question	Answer	Score/Possible	%
14	How likely would it be that you would recommend this business to others, based on your experience today?	Highly Likely	5 / 5	100
15	If you were a genuine customer, how likely would it be that you would revisit, based on your experience today?	Highly Likely	5 / 5	100
16	Please comment on the overall evaluation of the business, including the customer service and sales experience?	I am seriously considering going to this Clinic based on the conversation I had this afternoon.		
Section Totals:			10 / 10	100

Section Comments

Rachelle was very knowledgeable about the practitioners I enquired about. I spoke to Rachelle about Podiatry and Remedial Massage. On both counts I was given prices and told the names of the practitioners. I asked many questions and Rachelle didn't miss a beat. I couldn't fault the presentation of this clinic via Rachelle today.
