

ITEM 11
ANNEX

Summary data		
Headline information		
Number of scenarios attempted		34
Number of calls made		55
Answered calls		29
Unanswered calls - able to leave message		26
Aborted calls		5
initial Greeting		
Average number of rings taken to answer calls		2.41
How were you greeted	Greeting given	27
	name of service given	21
	Name of office given	2
	Gave own name	6
	said How can I help you	19
	none of the above	1
Handling your enquiry		
What staff member did	enquiry dealt with	18
	enquiry not dealt with	6
	put on hold for further info	4
If staff member unable to answer query	calls transferred	1
	asked to call back later	0
	offered to call back later with correct information	1
	asked to put it in writing	1
Transferred calls		
Did the new member of staff	Greeting given	1
	Gave own name	0
	said How can I help you	1
	none of the above	0
Was your query explained	Enquiry explained	1
	Enquirey had to be explained again	0
General Information		
Overall impression	disinterested	1
	generally wanted to help	19
	appeared mechanical	5
	came across as professional	14
	used jargon	2
	did all that was necessary	16
	member of staff was rude	0
	quick and efficient	17
	treated with respect	22
Able to hear clearly	yes	27
	no	
End of the call	staff member checked call answered satisfactory	9
	asked for contact details	1
	asked if they could help with anything else	7
	said thank-you	22
	said goodbye	23
	said nothing	0
Rating	Poor 1	
	2	
	3	4
	3.5	4
	4	9
	4.5	1
	Good 5	11

Staff calls 14
tenant calls 20