



Consumer Survey Questionnaire

Time & date:	Client & branch location:	Consumer name & position:	Survey by:

Scoring System

1 - 2 - 3 - 4 - 5 - 6 - 7 - 8 - 9 - 10
 Poor -----Excellent

1. How would you rate the working relationship with your security officer?	
2. How helpful is your security officer when you request assistance?	
3. Please rate the customer service approach of the security officer to yourselves +/- or your customers.	
4. Please rate the pro-activeness of the security officer towards his duties and his communication with you regarding his findings.	
5. Please rate the overall service delivery of your security officer.	
6. How would you rate the security industry as a whole?	
7. How would you rate Interr Security compared to other security companies?	
8. Please rate your experience thinking only about customer service.	
9. Based on your experience how knowledgeable would you rate us?	
10. How would you rate our frontline service?	
Total:	

Please use this space for any additional comments:

Score: _____ from 100

Auditor Signature: _____