

To All Residents

致：各住戶

Our Ref : OBH/95.1/20120675/FF/cn

Date: 5 October 2012

Dear Sir/Madam

Frederick Fan  
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1111 King's Road  
Taikoo Shing, Hong Kong

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savills.com

**RE: ONE BEACON HILL CUSTOMER SATISFACTION SURVEY**

As part of our commitment of improving service to our customers, we are now launching a Customer Satisfaction Survey to collect the view from our residents of our service in One Beacon Hill.

**From NOW until 8<sup>th</sup> Nov 2012 (Thursday)**, we would very much appreciate your time to complete this simple survey on the back of this notice. It will take you less than three minutes to complete. Please simply drop the completed paper survey into our suggestion box or give it to our frontline building staff. All your comments are valuable to us and will be used to benchmark and improve our performance.

**We would like to assure all your information will be treated as confidential and kept solely for the purpose of this survey.**

Thank you for your continuous support of Savills Property Management.

Should you have any queries, please do not hesitate to contact our service hotline on 3165 1908.

Yours faithfully,  
For and on behalf of  
Savills Property Management Limited

Frederick Fan  
Senior Property Manager

**畢架山一號顧客滿意度調查**

為提升本公司的服務質素及收集各尊貴住戶的意見，現誠意邀請閣下參與我們的顧客滿意度調查。

由即日起，敬請閣下可填寫於背部的問卷，並把填妥之問卷於二零一二年十一月八日（星期四）前放回位於大堂的意見收集箱或直接交予各大廈職員。是次簡單的問卷調查需時約幾分鐘，但閣下寶貴的意見將有助本公司評核及提升服務水平。

閣下所填寫的每項資料絕對保密，只供內部分析之用。

在此感謝閣下對本公司一直的支持！

如就上述事宜有任何垂詢，請致電 3165 1908 與本中心聯絡。多謝垂注！

此致

第一太平戴維斯物業管理有限公司

樊宇傑  
高級物業經理  
二零一二年十月五日



Purpose: To gain a better understanding of our clients' needs and our performance in meeting those needs.  
目的: 了解顧客之需要及其對我們服務質素之評價。

Please circle as appropriate 請在適當位置圈上

**PART A - STAFF PERFORMANCE**  
第一部分-員工表現

**24 hours Help Desk Services**

24小時客戶服務

1. Have you ever used our Service Desk Hotline (25341666)?  
有否曾經致電本公司之客戶服務熱線嗎

2. Helpfulness in handling request  
處理要求之態度

3. Response time for handling request  
處理要求之回應時間

Building Staff  
大廈職員

4. Attitude and courtesy  
服務態度及禮貌

5. Appearance and tidiness  
職員儀表及整潔

6. Helpfulness in resolving problems or responding  
to emergency  
解答疑難及對緊急事故應變之態度

7. Communication skills  
溝通技巧

Office Staff  
辦公室職員

8. Ability to contact appropriate person  
聯絡適當人員處理查詢之渠道

9. Attitude and courtesy  
服務態度及禮貌

10. Efficiency of handling enquiry  
處理查詢之效率

11. Accuracy of information provided  
所提供資料之準確性

**PART C - OVERALL COMMENTS / SUGGESTIONS FOR IMPROVEMENT**

第三部分-對本公司整體服務之意見或建議

**PART D - RECOMMENDATION FOR OUTSTANDING STAFF**

第四部分-對本公司傑出員工之建議

Staff Name  
員工之姓名:

Comments  
評語:

**PART B: PROPERTY MANAGEMENT SERVICES**  
第二部分-物業管理

12. Cleaning standard of building's common areas  
大廈公共地方清潔狀況

13. Waste handling  
廢物之處理

14. Appearance, tidiness and attitude of the cleaners  
清潔員工之儀表、整潔及服務態度

15. Reliability of security services e.g. security checks  
on strangers/visitors, security patrols and guarding  
保安服務之可靠性，例如對訪客之查問、護衛及保安巡邏

16. Adequacy of security installations/equipment  
保安系統及設備是否足夠

17. Efficiency in attending repairs & handling complaints  
處理投訴及安排維修之效率

18. Adequacy of communications with tenants  
through notices, letters and meetings  
與住戶溝通是否滿意(如通告、信件、會議)

19. Company's environmental initiatives  
本公司之環保主動性

20. Overall competence and professionalism in providing  
整體物業管理服務專業性及能力

21. Do you support environmental property management in your building.  
台灣是否支持於貴大廈實行環保物業管理，如節約能源、循環再造、環保採購?

22. Would you like to receive our company's circular/notice via email?  
台灣是否願意以電子郵件之方式接收本公司之通告及資料?

If yes, please provide your e-mail address below  
如願意，請將閣下之電郵地址填寫於下面：

E-mail address  
電子郵件地址：

**PART E - CUSTOMER INFORMATION**

第五部分-顧客資料

Name  
姓名：

Company Name (if applicable)  
公司名稱(如適用):

Building Name  
大廈名稱：

Telephone  
電話號碼:

Block  
座數:

Floor  
層數:

Unit  
單位

All information provided will be treated as strictly confidential and will be used solely for the purpose of this survey  
所填寫資料將用於此服務調查之分析，絕對保密。