

# MYSTERY SHOPPING

C.S.U.

PERIOD – NOVEMBER 2010 – JANUARY 2011

C.S.U. was assessed covering the following areas:

- A. Was the call answered by an advisor who introduced themselves?
- B. Were all relevant questions asked to ensure the advisor understood the nature of the repair you were reporting?
- C. Were you asked for your telephone number and access details, or were these details confirmed from known records?
- D. Were you told what follow up action would be taken and what you should expect?
- E. At the end of the call were you satisfied and confident that the advisor:
  - understood the problem you were reporting, was helpful and professional
  - would take the action agreed

Each Area was assessed using the scoring mechanism 1 – 5

0 - Not asked/not told      1 - Poor      2 - Unsatisfactory  
3 - Satisfactory      4 - Good      5 - Excellent

Respondents replied as follows to Question A:

	Score	Comments
Not asked/not told	0%	
Poor	8%	No advisor available Person answering call did not introduce themselves
Unsatisfactory	3%	
Satisfactory	3%	
Good	5%	
Excellent	81%	Answered quickly and very well mannered Very helpful with transfer of call



**Respondents replied as follows to Question B:**

	<b>Score</b>	<b>Comments</b>
Not asked/not told	3%	
Poor	0%	
Unsatisfactory	3%	Informed a plumber would be out today or tomorrow – still waiting!
Satisfactory	5%	Person reporting repair couldn't answer question
Good	13%	Felt a good understanding
Excellent	76%	Very thorough Asked when problems started and the nature of problem

**Respondents replied as follows to Question C:**

	<b>Score</b>	<b>Comments</b>
Not asked/not told	5%	
Poor	3%	
Unsatisfactory	3%	Never asked for details
Satisfactory	0%	
Good	8%	Asked for phone number only
Excellent	81%	Very thorough Details confirmed by records Even got my mobile number from records!

**Respondents replied as follows to Question D:**

	<b>Score</b>	<b>Comments</b>
Not asked/not told	5%	Came out after first call but no follow up – still not working!
Poor	5%	
Unsatisfactory	5%	Not happy with initial outcome, however rectified in the end
Satisfactory	3%	Waited in every day
Good	16%	Was told it would be a routine job
Excellent	66%	Given timeframe of 3 weeks for completion but actually completed in 3 days



**Respondents replied as follows to Question E:**

	<b>Score</b>	<b>Comments</b>
Not asked/not told	5%	Housing people good but heating people not
Poor	3%	Still waiting!
Unsatisfactory	5%	Unhappy with initial agreed action Asked too many questions!
Satisfactory	3%	Held up with bad weather but still no action taken
Good	11%	
Excellent	73%	There was an engineer out in 30 mins to repair door Very helpful Drains dealt with next day and guttering completed within a week

**Overall Scores**

The following chart shows the results of the overall scores from each of the 40 completed forms:

