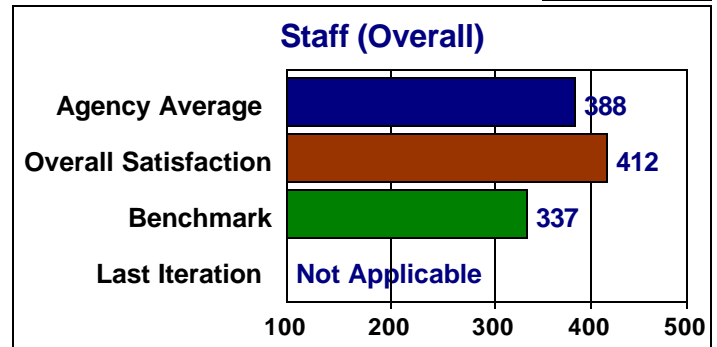


Current Score: **388**

Customer Service Area:

Staff (Overall)

Staff (Overall) - the overall performance of the staff is the result of a set of service related questions pertaining to the experience the customer had.



Each area is compared to the overall satisfaction of the customer so that you can better understand which areas your customers consider as strengths and which should be areas of concern.

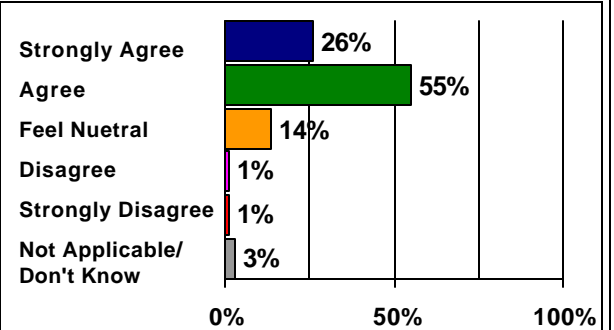
Items for this Area

1. The staff members were able to answer my questions.

Current Score: **4.06** Respondents **73**

Standard Deviation: **0.773**

Response	SA	A	N	D	SD	NA
Count	19	40	10	1	1	2
Percentage	26.0%	54.8%	13.7%	1.4%	1.4%	2.7%

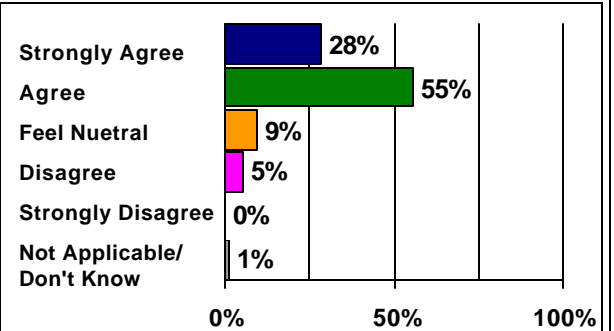


2. The staff member was courteous.

Current Score: **4.08** Respondents **74**

Standard Deviation: **0.777**

Response	SA	A	N	D	SD	NA
Count	21	41	7	4	0	1
Percentage	28.4%	55.4%	9.5%	5.4%	0.0%	1.4%



3. The staff members were knowledgeable and helpful.

Current Score: **3.74** Respondents **75**

Standard Deviation: **0.795**

Response	SA	A	N	D	SD	NA
Count	10	41	17	6	0	1
Percentage	13.3%	54.7%	22.7%	8.0%	0.0%	1.3%

