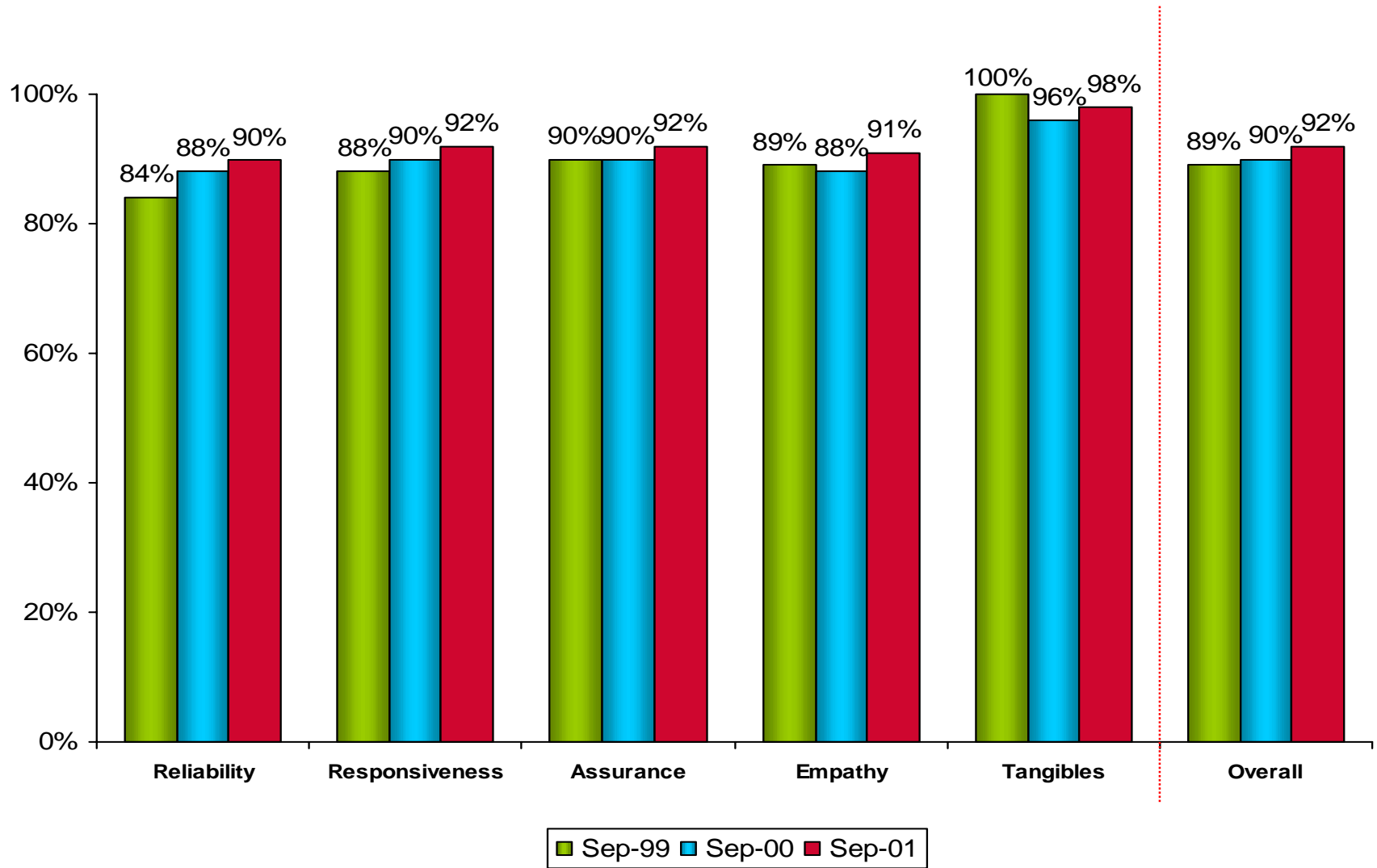


## Results Overview



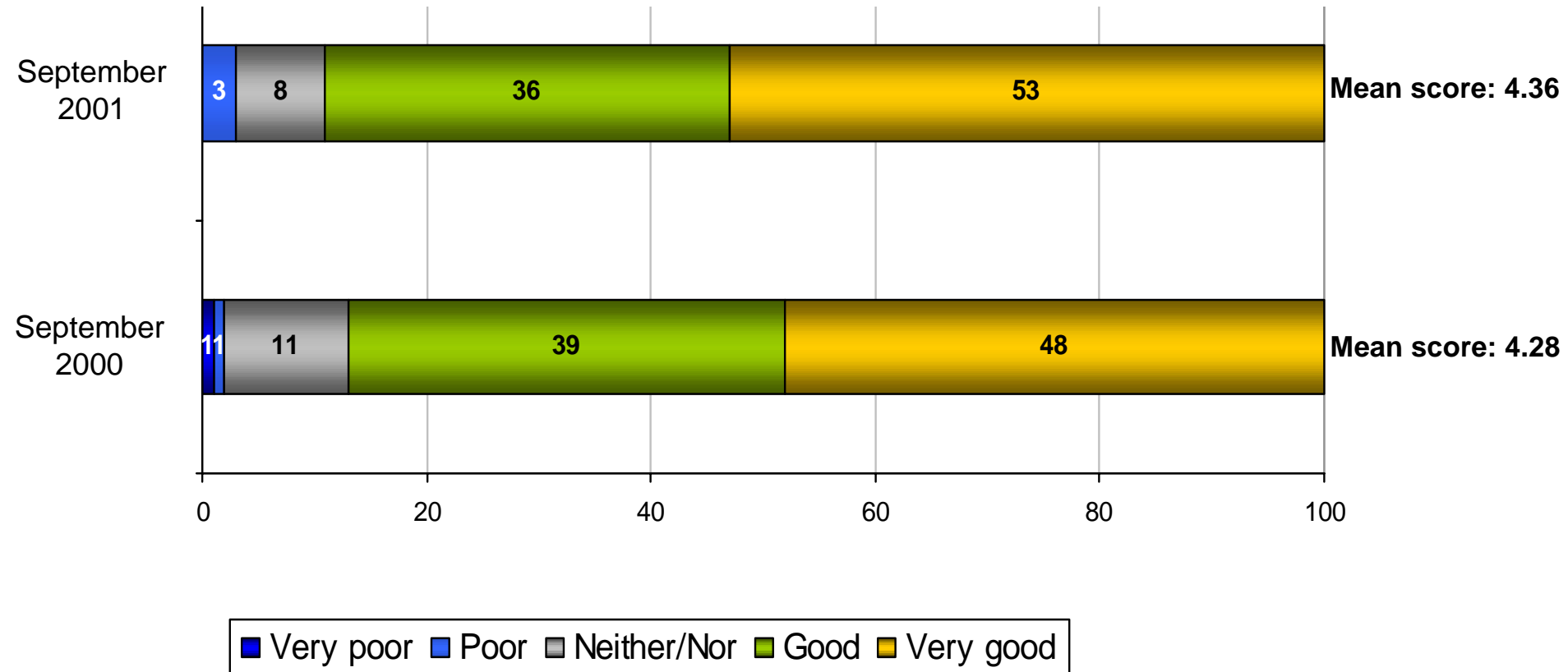
# Overall ratings - Perceptions of Hutt City Council's Standard of Customer Service versus Expectations of Service From Excellent Organisations



Base: All respondents

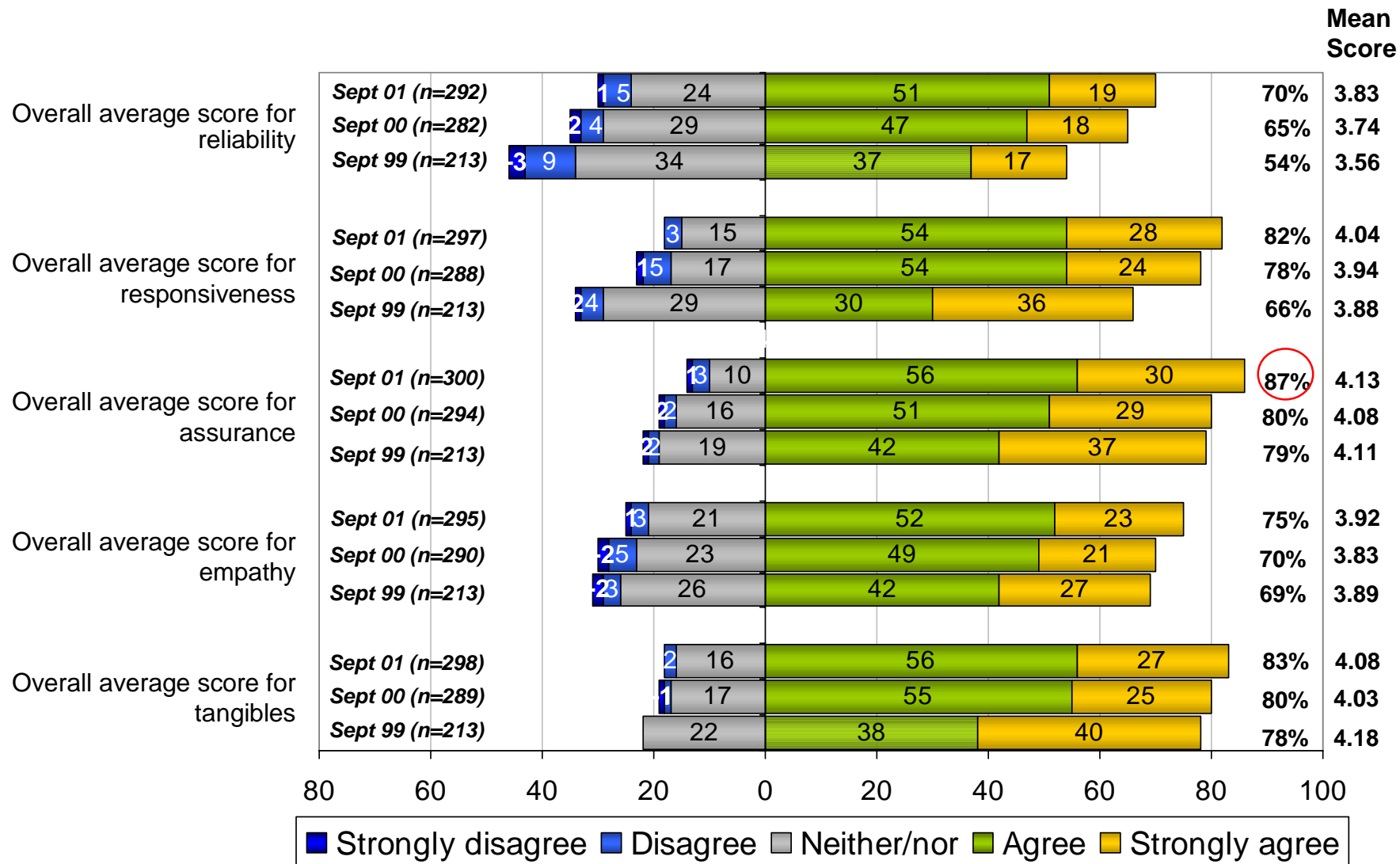
**9 out of 10 visitors to the Hutt City Council Customer Service Centre rated the overall standard of customer service as Very Good or Good. This has increased slightly since last year's measure.**

### Overall Opinion of Hutt City Council's Standard of Customer Service



Base: All respondents: Sept 01 (n=316) Sept 00 (n=322)

# Summary of overall ratings for five service dimensions – 2001, 2000 and 1999 surveys.



Base: All respondents who answered the question

# Derived Importance: Standard of Service Statements

**Most Important**



Shows a sincere interest in solving customers problems
Has staff who are always easy to approach for assistance
Performs the service right the first time
Has staff who are always courteous with customers
When it promises to do something by a certain time, will do it by that time
Tells customers when they can expect services to be performed
Has staff who respond to customer requests in a timely fashion
Has staff who understand the specific needs of their customers
Has staff who are easy to contact
Has visually appealing facilities
Has staff who are prepared to go the extra mile for customers
Has materials (such as pamphlets or letters) that are visually appealing
Has staff who act in professional way
Has staff with the knowledge to answer customer questions
Customers can feel confident that requests to make changes to their records will be correct first time
Has staff who can be relied upon to keep customers informed when necessary
Customers can feel confident they will deal with most appropriate staff member for their enquiry

**Least Important**

Doing things when promised remains the biggest priority for improvement. Performs the service right the first time, a priority for improvement last year, is now a service strength for Hutt City Council.

