



寶翠園  
THE BELCHER'S

The Management Office of The Belcher's  
Management Office, Tower 1, Podium,  
The Belcher's, 89 Pok Fu Lam Road, Hong Kong.  
Tel: (852) 2542 7238 Fax: (852) 2542 7188

檔案編號：BEL/MO/2019/12/038N

有關：寶翠園管理服務意見調查

本公司本著不斷求進精神，竭誠為業戶提供優質的管理服務。現特此進行一個全面性的管理服務意見調查，以徵詢閣下對本公司管理服務的意見，以便我們進一步提高服務質素。

閣下提供之寶貴意見，使我們有效地評估及提高管理服務質素，以滿足各業戶的要求。我們會根據收集得來的資料，進行數據分析及總結成報告。閣下提供之意見只供內部參考之用，一切資料絕對保密。

現請閣下填妥隨函附上的問卷，並於二零一九年十二月三十一日（星期二）或之前交回管理處。

我們衷心感激閣下撥冗提供寶貴意見。如有任何查詢，請致電 2542 7238 與管理處聯絡。

此致  
寶翠園各業戶

信德物業管理有限公司

(高級物業及設施經理 施文豪) 謹啟  
二零一九年十二月五日

附件：客戶滿意度調查問卷



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Tel: (852) 2542 7238 Fax: (852) 2542 7188

Date: 5 December 2019

Our Ref : BEL/MO/2019/12/038N

To : All Owners/ Tenants of The Belcher's

Dear Sirs,

**Survey on Management Services – The Belcher's**

Since we always strive to serve our residents with quality management service, a survey on management service is now being conducted to seek your opinions for our continual service improvement.

As our valued occupants, your feedback will be most useful and insightful to us in evaluating the quality of management service and in identifying how our service could be improved. The results of the survey will be summarized for a report and all resident's/tenant's particulars will be kept confidential.

To achieve better service standard, we would be most grateful if you could fill in the attached survey form and return to the Management Office on or before **31 December 2019 (Tuesday)**.

Thank you very much for sharing your time and opinions. If you have any questions regarding this survey, please contact Management Office at 2542 7238.

For and on behalf of  
Shun Tak Property Management Limited

Michael Sze  
Senior Property & Facility Manager

Encl. Customer Satisfaction Survey

## 2019 年度客戶滿意度調查

### CUSTOMER SATISFACTION SURVEY 2019

為持續改善服務質素，我們希望您能對本處所提供的各項物業管理服務給與意見及提供其他有關資料。若 貴屋苑/大廈沒有該項設施/服務，請在該項圈“0”字。多謝您的積極支持及參與。

We would like to solicit your opinions on the management services provided by us and other information for our continuous improvement and planning. If there is no such kind of facility / service in your estate / building, please kindly circle “0” for that aspect. Thank you very much for your support.

<完成後，請於31/12/2019 或之前將問卷交回管理處或總寫字樓。>

<After completion, please return to Management Office or Head Office on or before 31/12/2019.>

#### 甲部 – 個別項目表現

#### Part A – Performance on Individual Aspect

	非常滿意 Very Satisfactory	滿意 Satisfactory	可接受 Acceptable	非常不滿意 Very Unsatisfactory	不適用 N/A
<b>1. 職員 Staffing</b>					
1.1 服務態度及禮貌 Service Attitudes and Courtesy					
i) 管理處職員 Management Office Staff	4	3	2	1	0
ii) 保安員 Security Guards	4	3	2	1	0
iii) 維修人員 Technicians	4	3	2	1	0
iv) 會所職員 Clubhouse Staff	4	3	2	1	0
v) 清潔人員 Cleaning Staff	4	3	2	1	0
1.2 辦事效率 Efficiency Performance	4	3	2	1	0
1.3 制服儀表 Uniform and Appearance	4	3	2	1	0
1.4 溝通技巧 Communication Skill	4	3	2	1	0
1.5 緊急事件處理 Handling of Emergency Situation	4	3	2	1	0
1.6 尋求協助及投訴處理 Handling of Request for Assistance and Complaints	4	3	2	1	0
1.7 意見 Comment: _____					
<b>2. 保安 Security</b>					
2.1 保安措施及系統 Security Measures & System	4	3	2	1	0
2.2 出入口控制 Access Control	4	3	2	1	0
2.3 公眾地方巡邏 Patrol Duties on Public Areas	4	3	2	1	0
2.4 保安員之警覺性 Alertness of Security Staff	4	3	2	1	0
2.5 意見 Comment: _____					
<b>3. 清潔及滅蟲服務 Cleaning &amp; Pest Control Services</b>					
3.1 清潔狀況 Cleanliness					
i) 大堂及走廊 Lobbies & Corridors	4	3	2	1	0
ii) 升降機 Lifts	4	3	2	1	0
iii) 後樓梯、後走廊 Back of House	4	3	2	1	0

## 2019 年度客戶滿意度調查

### CUSTOMER SATISFACTION SURVEY 2019

		非常滿意 Very Satisfactory	滿意 Satisfactory	可接受 Acceptable	非常不滿意 Very Unsatisfactory	不適用 N/A
iv)	外牆 External Walls	4	3	2	1	0
v)	平台或戶外休憩地方 Podium & Outdoor Recreation Area	4	3	2	1	0
vi)	會所 Clubhouse	4	3	2	1	0
vii)	洗手間 Toilets	4	3	2	1	0
viii)	停車場及車路 Carpark & Driveways	4	3	2	1	0
ix)	其他公眾地方 Other Common Areas	4	3	2	1	0
x)	垃圾收集 Garbage Collection	4	3	2	1	0
3.2	滅蟲服務 Pest Control	4	3	2	1	0
3.3	意見 Comment: _____					
<b>4. 維修保養 Repair and Maintenance</b>						
4.1	大堂及走廊 Lobbies & Corridors	4	3	2	1	0
4.2	升降機及扶手電梯 Lifts & Escalators	4	3	2	1	0
4.3	平台或戶外休憩地方 Podium & Outdoor Recreation Area	4	3	2	1	0
4.4	園藝 Landscape	4	3	2	1	0
4.5	照明系統 Lighting System	4	3	2	1	0
4.6	消防設備系統 Fire Services System	4	3	2	1	0
4.7	油漆 / 泥水 / 木工 Builder's Works	4	3	2	1	0
4.8	供水、水泵及排污系統 Water Supply, Plumbing & Drainage System	4	3	2	1	0
4.9	大廈外貌 Building Appearance	4	3	2	1	0
4.10	其他公眾地方 Other Common Areas	4	3	2	1	0
4.11	意見 Comment: _____					
<b>5. 水電及冷氣供應 Water, Electricity and Air-conditioning Supplies</b>						
5.1	食水供應及食水質量 Fresh Water Supply & Quality	4	3	2	1	0
5.2	沖廁水供應及沖廁水質量 Flush Water Supply & Quality	4	3	2	1	0
5.3	電力供應 Electricity Supply	4	3	2	1	0
5.4	公眾地方冷氣 Air-Conditioning at Common Area	4	3	2	1	0
5.5	意見 Comment: _____					
<b>6. 園藝 Landscape</b>						
6.1	整體園藝設施 Overall Landscape	4	3	2	1	0
6.2	意見 Comment: _____					

## 2019 年度客戶滿意度調查

### CUSTOMER SATISFACTION SURVEY 2019

	非常滿意 Very Satisfactory	滿意 Satisfactory	可接受 Acceptable	非常不滿意 Very Unsatisfactory	不適用 N/A
<b>7. 管理處與業戶溝通 Communication with Owners/Occupiers</b>					
7.1 反映意見渠道 Channels to Communicate with Management Office	4	3	2	1	0
7.2 通告及資訊 Notice and Information	4	3	2	1	0
7.3 意見 Comment: _____					
<b>8. 環保措施 Environment Protection Measures</b>					
8.1 環境保護活動 (如: 回收及減少廢物、能源效益及節約活動等) Environment Conservation Activities (e.g. reduce / recycle programs/ energy consumption control etc.)	4	3	2	1	0
8.2 環保及回收設施 Environment Conservation & Recycling Facilities	4	3	2	1	0
8.3 提倡及推廣環保意識 Advocate & Promotion of Environment Awareness	4	3	2	1	0
8.4 意見 Comment: _____					
<b>9. 節日裝飾佈置及活動 Festive Decoration &amp; Activities</b>					
9.1 節日裝飾佈置 Festive Decoration	4	3	2	1	0
9.2 管理處舉辦/協辦的活動 Activities Organized/Co-organized by Management Office	4	3	2	1	0
9.3 節慶花卉 Festive Floral Arrangement	4	3	2	1	0
9.4 意見 Comment: _____					
<b>10. 停車場管理 Carpark Management</b>					
10.1 停車場管理及控制 Carpark Management and Control	4	3	2	1	0
10.2 交通/道路控制標誌 Traffic / Road Signs	4	3	2	1	0
10.3 照明系統 Lighting System	4	3	2	1	0
10.4 車場保安 Carpark Security	4	3	2	1	0
10.5 意見 Comment: _____					
<b>11. 會所及泳池管理 Clubhouse &amp; Swimming Pool Management (如不適用, 請圈"0"字。Please circle "zero" if not applicable.)</b>					
11.1 設施管理及維修 Management and Repair of Facilities					
i) 游泳池 Swimming Pool	4	3	2	1	0
ii) 健身室 Gymnasium	4	3	2	1	0
iii) 多用途室 Multi-Function Room	4	3	2	1	0
iv) 閱讀區 Reading Area	4	3	2	1	0
v) 其他設施及地方 Other Facilities and Areas	4	3	2	1	0

## 2019 年度客戶滿意度調查

### CUSTOMER SATISFACTION SURVEY 2019

	非常滿意 Very Satisfactory	滿意 Satisfactory	可接受 Acceptable	非常不滿意 Very Unsatisfactory	不適用 N/A
11.2 會所服務質素 Quality of Clubhouse Services					
i) 前台服務 Helpdesk Services	4	3	2	1	0
ii) 救生員服務 Lifeguard Services	4	3	2	1	0
iii) 興趣班導師服務 Class Tutor Services	4	3	2	1	0
iv) 健身教練服務 Gym coach Services	4	3	2	1	0
11.3 康體活動及興趣班之種類 Variety of Recreational Activities and Interest Classes	4	3	2	1	0
11.4 意見 Comment: _____					

#### 乙部 - 整體管理服務表現

#### Part B - Overall Performance on Management Services

- 4 非常滿意 Very Satisfactory
- 3 滿意 Satisfactory
- 2 可接受 Acceptable
- 1 非常不滿意 Very Unsatisfactory

#### 丙部 - 其他意見及客戶資料

#### Part C - Other Comments and Customer Information


物業單位 Property	單位 Unit	樓 Floor	座 Tower	寶翠園 The Belcher's 物業名稱 Name of Property
姓名 Name				<input type="checkbox"/> 業主 Owner <input type="checkbox"/> 租戶 Tenant
簽署 Signature				日期 Date

多謝您的寶貴意見，我們將繼續竭誠提供更完善及全面之服務予各業戶。此問卷所收集的個人資料，絕對保密，我們會在為貫徹閣下的個人資料被收集的目的所需的時間內保存該等資料。我們亦可為統計目的而保留個人資料檔案。我們將銷毀不再需要的個人資料。  
Your invaluable comments are highly appreciated. We will continue to serve you with comprehensive and quality service. All personal data will be treated confidential. We will keep your personal data for as long as necessary to fulfil the purpose for which the data was collected. We may also retain archived personal data for statistical purposes. Personal Data which is no longer required will be destroyed.

問卷完  
END