



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

Our Ref.: BEL/MO/2020/08/084N

Date : 31 August 2020

To : All Owners/Occupants of The Belcher's  
From : The Management Office of The Belcher's

**Result of Survey regarding the Cleaning Service Quality (April to June 2020)**

The survey regarding cleaning service quality provided by "Dussmann" was sent out to all residents on 7 August 2020. Please be informed that we have received 212 feedbacks by the deadline on 21 August 2020. Below is the survey result for your information:

Q1: Grooming of "Dussmann" staff?

Very disappointed	Poor	Acceptable	Good	Excellent	N/A
1 nos. (0.5%)	14 nos. (6.6%)	53 nos. (25%)	120 nos. (56.6%)	23 nos. (10.8%)	1 nos. (0.5%)

Q2: Courtesy of "Dussmann" staff?

Very disappointed	Poor	Acceptable	Good	Excellent	N/A
5 nos. (2.4%)	10 nos. (4.7%)	45 nos. (21.2%)	105 nos. (49.5%)	44 nos. (20.8%)	3 nos. (1.4%)

Q3: Service Quality of "Dussmann"?

Very disappointed	Poor	Acceptable	Good	Excellent	N/A
4 nos. (1.9%)	19 nos. (9.0%)	45 nos. (21.2%)	106 nos. (50.0%)	36 nos. (17.0%)	2 nos. (0.9%)

Q4: Service Quality of "Dussmann" Supervisor / Site Manager?

Very disappointed	Poor	Acceptable	Good	Excellent	N/A
4 nos. (1.9%)	13 nos. (6.1%)	39 nos. (18.4%)	78 nos. (36.8%)	24 nos. (11.3%)	54 nos. (25.5%)

Q5: Work Efficiency on Emergency Call of "Dussmann"?

Very disappointed	Poor	Acceptable	Good	Excellent	N/A
5 nos. (2.4%)	14 nos. (6.6%)	37 nos. (17.5%)	88 nos. (41.5%)	17 nos. (8.0%)	51 nos. (24.1%)

Q6: Overall Performance of "Dussmann" cleaning service at The Belcher's?

Very disappointed	Poor	Acceptable	Good	Excellent	N/A
4 nos. (1.9%)	18 nos. (8.5%)	48 nos. (22.6%)	112 nos. (52.8%)	28 nos. (13.2%)	2 nos. (0.9%)

To achieve continuous improvement in the performance of cleaning service, Management Office will further discuss with "Dussmann" regarding the survey result, and will continue to monitor the security service at The Belcher's.

If you have any enquire, please feel free to contact us as 2542 7238.

The Belcher's Management office





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檔案編號：BEL/MO/2020/08/084N  
日期：2020年8月31日

致：寶翠園各業戶  
由：寶翠園管理處

### 寶翠園清潔服務質素問卷調查結果 (2020年4月至6月)

就有關早前於2020年8月7日向各住戶發出就對承辦商『嘉捷』提供的保安服務的服務水平作出問卷調查，經過各業戶的熱心表達意見後，直至2020年8月21日截止時，管理處共收到212份寶貴意見，而當中詳細結果如下：

問題一：閣下對“嘉捷”清潔員工外觀儀容評分？

非常不滿意	不滿意	一般	滿意	非常滿意	沒有意見
1份(0.5%)	14份(6.6%)	53份(25%)	120份(56.6%)	23份(10.8%)	1份(0.5%)

問題二：閣下對“嘉捷”清潔員工待客之道評分？

非常不滿意	不滿意	一般	滿意	非常滿意	沒有意見
5份(2.4%)	10份(4.7%)	45份(21.2%)	105份(49.5%)	44份(20.8%)	3份(1.4%)

問題三：閣下對“嘉捷”清潔員工服務水平評分？

非常不滿意	不滿意	一般	滿意	非常滿意	沒有意見
4份(1.9%)	19份(9.0%)	45份(21.2%)	106份(50.0%)	36份(17.0%)	2份(0.9%)

問題四：閣下對“嘉捷”駐場主管級別的服務水平評分？

非常不滿意	不滿意	一般	滿意	非常滿意	沒有意見
4份(1.9%)	13份(6.1%)	39份(18.4%)	78份(36.8%)	24份(11.3%)	54份(25.5%)

問題五：閣下對“嘉捷”清潔員工在突發事件處理評分？

非常不滿意	不滿意	一般	滿意	非常滿意	沒有意見
5份(2.4%)	14份(6.6%)	37份(17.5%)	88份(41.5%)	17份(8.0%)	51份(24.1%)

問題六：閣下對“嘉捷”於寶翠園的整體清潔服務水平評分？

非常不滿意	不滿意	一般	滿意	非常滿意	沒有意見
4份(1.9%)	18份(8.5%)	48份(22.6%)	112份(52.8%)	28份(13.2%)	2份(0.9%)

就所收到的寶貴意見，管理處將會與承辦商『嘉捷』進行溝通，並會與他們改善有關未能全面得到好評的地方，以便改善相關質素。管理處亦會繼續監察承辦商的日常運作。

如業戶有任何垂詢，請致電2542-7238與管理處職員聯絡。

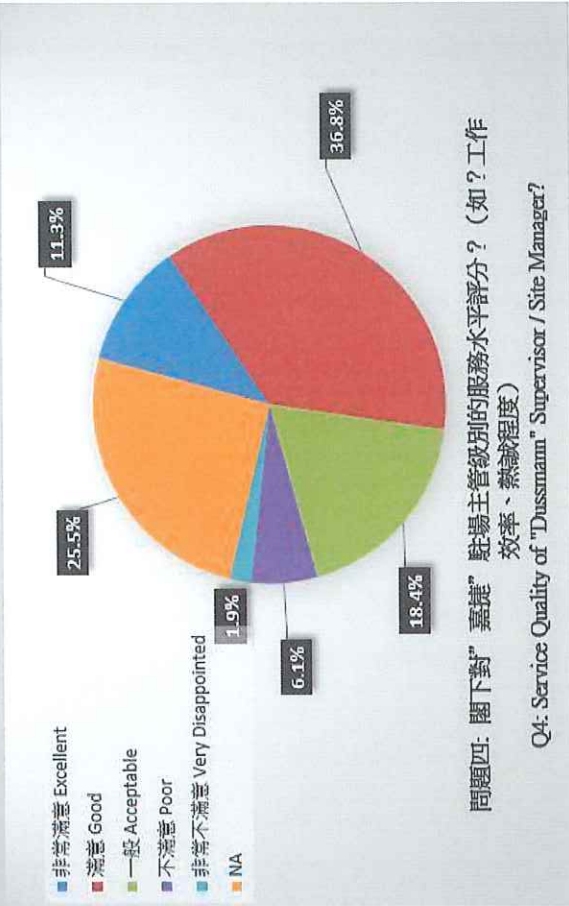
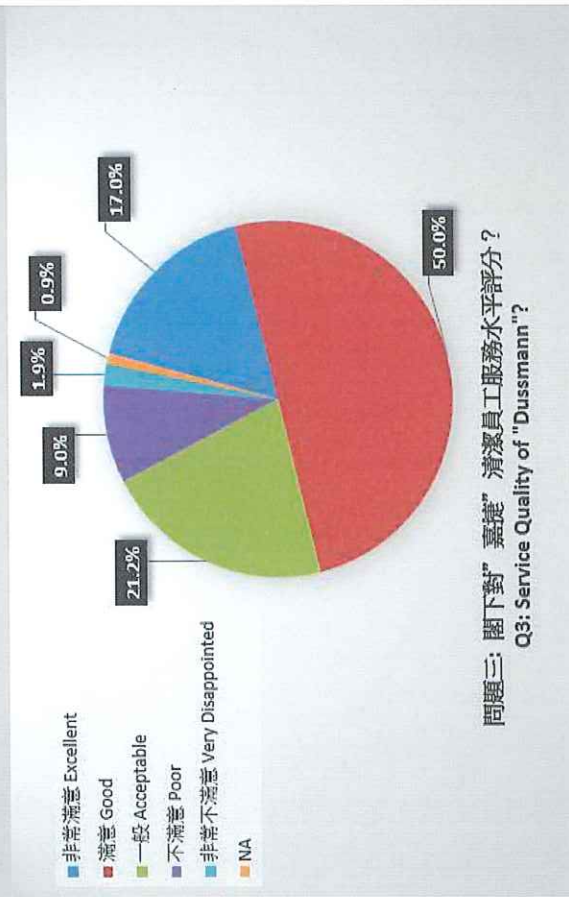
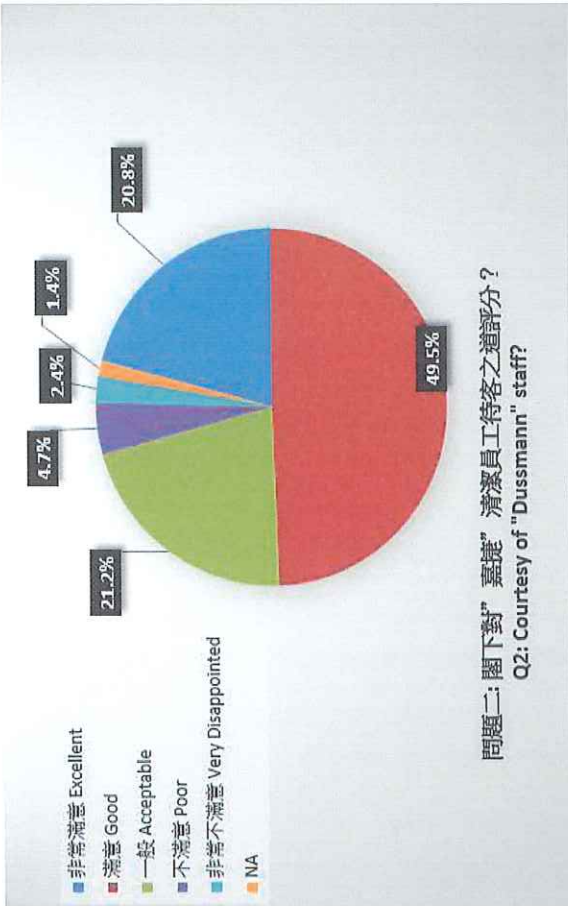
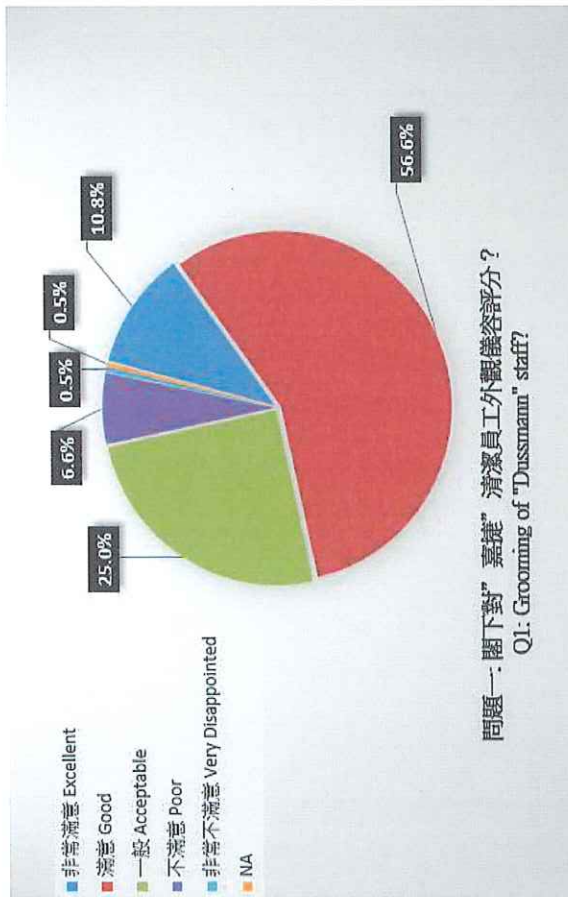


寶翠園管理處

JL/BC/al

除下日期：14/9/2020

**Questionnaire Result for the Cleaning Service Quality (April 2020 to June 2020)**  
**寶翠園清潔服務質素問卷調查結果 (2020年4月至6月)**



Questionnaire Result for the Cleaning Service Quality (April 2020 to June 2020)  
寶翠園清潔服務素質問卷調查結果 (2020年4月至6月)

