



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/2020/11/035N
Date : 13 November 2020

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

Result of Survey regarding the Security Service Quality (July to September 2020)

The survey regarding security service quality provided by "Express Security" was sent out to all residents on 20 October 2020. Please be informed that we have received 233 feedbacks by the deadline on 30 October 2020. Below is the survey result for your information:

Q1: The satisfactory level towards the staff appearance and manners of "Express Security"?

Very disappointed	Poor	Acceptable	Good	Excellent	N/A
11 nos. (5%)	19 nos. (8%)	43 nos. (18%)	124 nos. (53%)	32 nos. (14%)	4 nos. (2%)

Q2: The satisfactory level towards the access control on car park from "Express Security"?

Very disappointed	Poor	Acceptable	Good	Excellent	N/A
8 nos. (3%)	15 nos. (6%)	34 nos. (15%)	72 nos. (31%)	15 nos. (7%)	89 nos. (38%)

Q3: The satisfactory level towards the security service on car park from "Express Security"?

Very disappointed	Poor	Acceptable	Good	Excellent	N/A
6 nos. (3%)	17 nos. (7%)	34 nos. (15%)	71 nos. (30%)	14 nos. (6%)	91 nos. (39%)

Q4: The satisfactory level towards the access control of residents, visitors and delivery workers from "Express Security"?

Very disappointed	Poor	Acceptable	Good	Excellent	N/A
20 nos. (9%)	23 nos. (10%)	43 nos. (18%)	111 nos. (48%)	26 nos. (11%)	10 nos. (4%)

Q5: The satisfactory level towards the handling ways on emergency incidents from "Express Security"?

Very disappointed	Poor	Acceptable	Good	Excellent	N/A
9 nos. (4%)	22 nos. (9%)	46 nos. (20%)	67 nos. (29%)	16 nos. (7%)	73 nos. (31%)

Q6: The satisfactory level towards the manpower deployment from "Express Security"?

Very disappointed	Poor	Acceptable	Good	Excellent	N/A
12 nos. (5%)	27 nos. (11%)	60 nos. (26%)	103 nos. (44%)	25 nos. (11%)	6 nos. (3%)

Q7: The overall satisfactory level towards the general performance of "Express Security"?

Very disappointed	Poor	Acceptable	Good	Excellent	N/A
17 nos. (7%)	24 nos. (11%)	47 nos. (20%)	114 nos. (49%)	26 nos. (11%)	5 nos. (2%)

To achieve continuous improvement in the performance of security service, Management Office will further discuss with "Express Security" 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



Post until: 18/11/2020



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檔案編號：BEL/MO/2020/11/035N

日期：2020年11月13日

致：寶翠園各業戶
由：寶翠園管理處

寶翠園保安服務質素問卷調查結果 (2020年7月至9月)

就有關早前於2020年10月20日向各住戶發出就對承辦商『警衛國際』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10月30日截止時，管理處共收到233份寶貴意見，而當中詳細結果如下：

問題一：有關貴戶對警衛國際員工儀容及工作時禮貌態度的滿意程度？

非常不滿意	不滿意	一般	滿意	非常滿意	沒有意見
11份 (5%)	19份 (8%)	43份 (18%)	124份 (53%)	32份 (14%)	4份 (2%)

問題二：有關貴戶對警衛國際於停車場車輛出入管制的滿意程度？

非常不滿意	不滿意	一般	滿意	非常滿意	沒有意見
8份 (3%)	15份 (6%)	34份 (15%)	72份 (31%)	15份 (7%)	89份 (38%)

問題三：有關貴戶對警衛國際在停車場保安服務的滿意程度？

非常不滿意	不滿意	一般	滿意	非常滿意	沒有意見
6份 (3%)	17份 (7%)	34份 (15%)	71份 (30%)	14份 (6%)	91份 (39%)

問題四：有關貴戶對警衛國際於屋苑住戶/訪客/送貨工人進出管制處理手法的滿意程度？

非常不滿意	不滿意	一般	滿意	非常滿意	沒有意見
20份 (9%)	23份 (10%)	43份 (18%)	111份 (48%)	26份 (11%)	10份 (4%)

問題五：有關貴戶對警衛國際員工對突發事件處理手法的滿意程度？

非常不滿意	不滿意	一般	滿意	非常滿意	沒有意見
9份 (4%)	22份 (9%)	46份 (20%)	67份 (29%)	16份 (7%)	73份 (31%)

問題六：有關貴戶對警衛國際人手配置的滿意程度？

非常不滿意	不滿意	一般	滿意	非常滿意	沒有意見
12份 (5%)	27份 (11%)	60份 (26%)	103份 (44%)	25份 (11%)	6份 (3%)

問題七：總括而言，貴戶對警衛國際整體表現的滿意程度？

非常不滿意	不滿意	一般	滿意	非常滿意	沒有意見
17份 (7%)	24份 (11%)	47份 (20%)	114份 (49%)	26份 (11%)	5份 (2%)

就所收到的寶貴意見，管理處將會與承辦商『警衛國際』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。



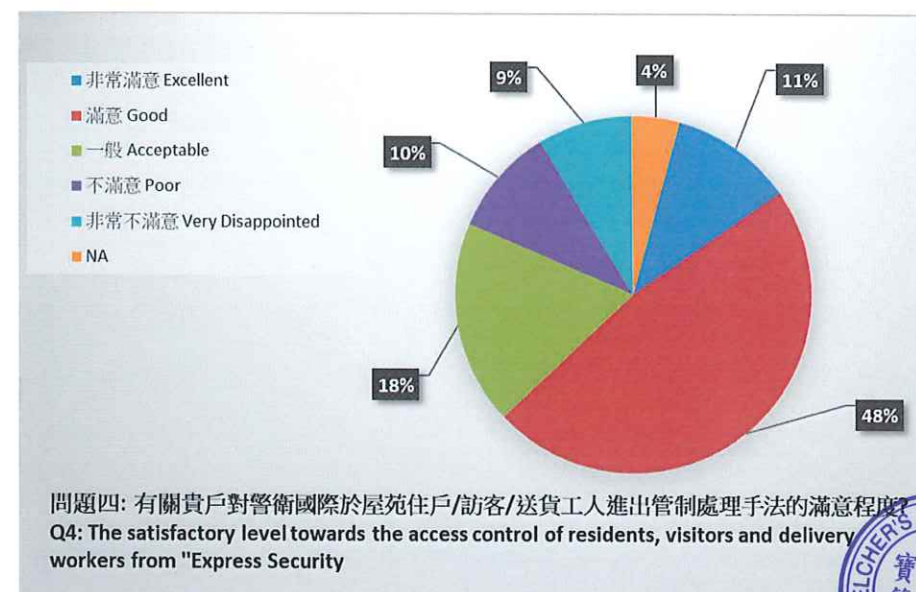
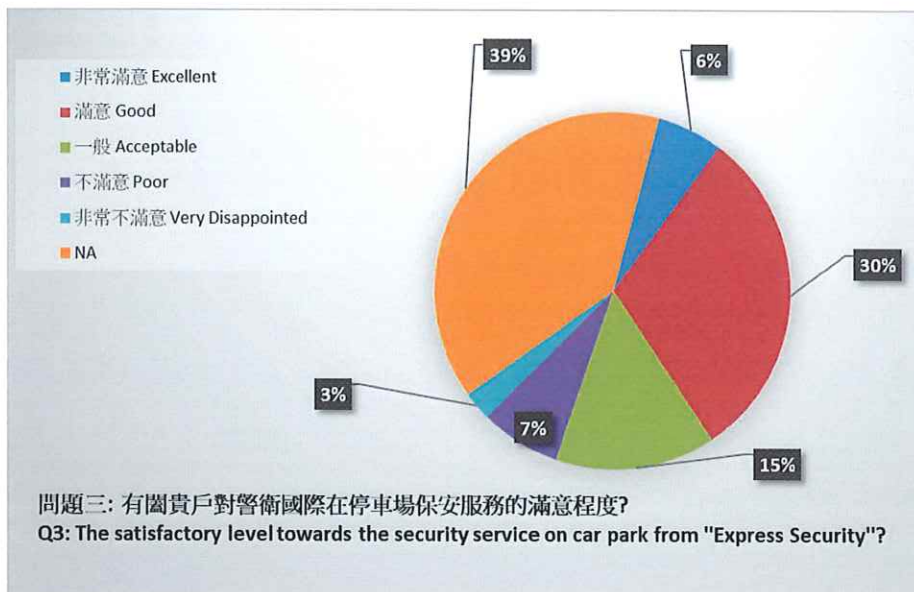
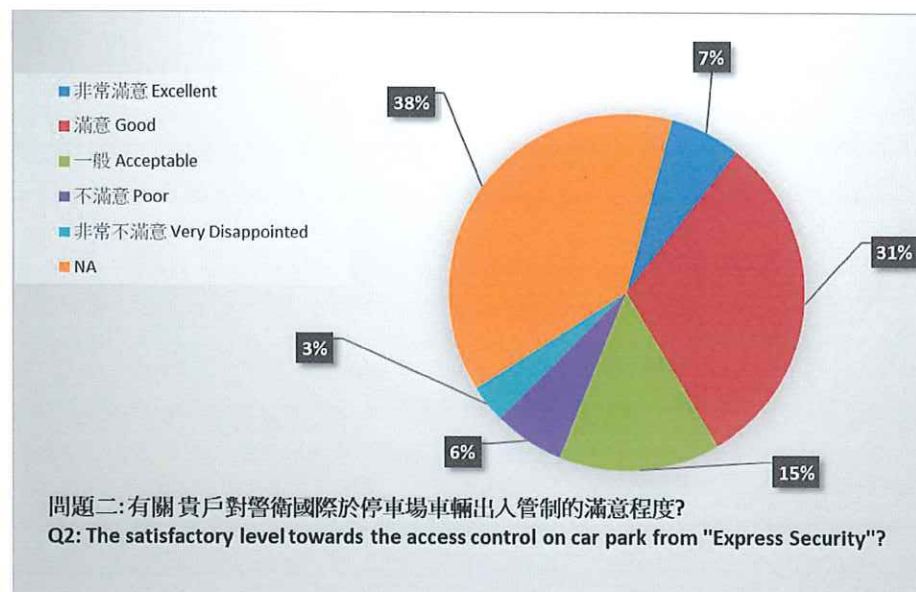
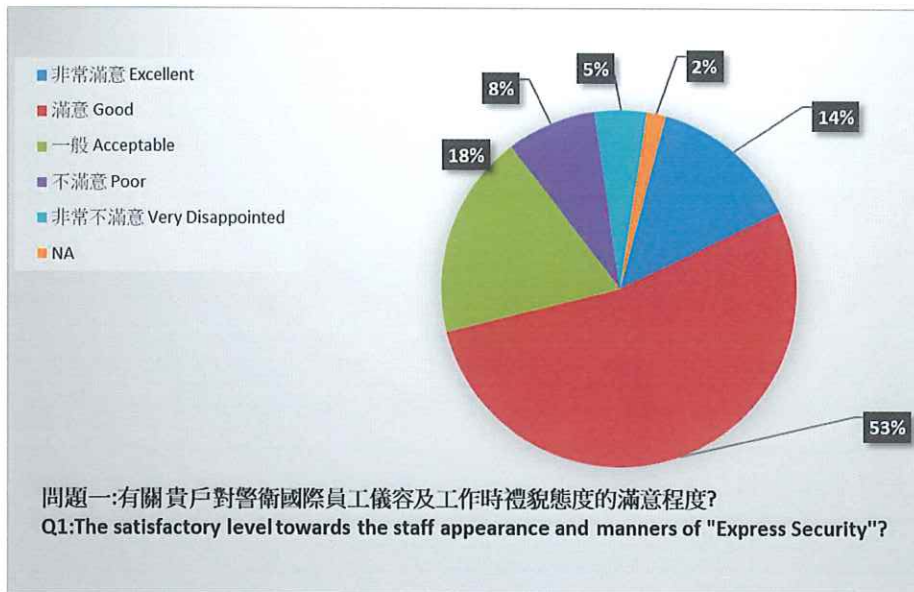
寶翠園管理處

JL/BC/et

除下日期：18/11/2020

The Belcher's - Survey Result for the Security Service Quality (July 2020 to September 2020)

寶翠園 - 保安服務質素問卷調查結果 (2020年7月至9月)



The Belcher's - Survey Result for the Security Service Quality (July 2020 to September 2020)

寶翠園 - 保安服務質素問卷調查結果 (2020 年 7 月至 9 月)

