



寶翠園
THE BELCHER'S

請填妥後於 2023 年 3 月 22 日
前交回各座大堂收集箱

問卷編號: _____

問卷派發日期: 2023 年 3 月 8 日

寶翠園保安服務質素問卷調查 (2022 年 6 月至 11 月)

目的: 本問卷旨在向寶翠園住戶就警衛國際有限公司提供之保安服務的服務水平作出調查。希望貴住戶能抽空完成以下問卷, 對警衛國際的服務水平提出寶貴意見以便警衛國際作出改善, 從而提升寶翠園整體保安水平。

(非常滿意- 5 分為最高, 其他選項按序遞減, 非常不滿意- 1 分為最低。)

問題 1- 閣下對「警衛國際」員工儀容及工作時禮貌態度的滿意程度?

非常滿意 滿意 一般 不滿意 非常不滿意 不適用

問題 2- 閣下對「警衛國際」於停車場車輛出入管制的滿意程度?

非常滿意 滿意 一般 不滿意 非常不滿意 不適用

問題 3- 閣下對「警衛國際」在停車場保安服務的滿意程度?

非常滿意 滿意 一般 不滿意 非常不滿意 不適用

問題 4- 閣下對「警衛國際」於屋苑住客/訪客/送貨工人進出管制處理手法的滿意程度?

非常滿意 滿意 一般 不滿意 非常不滿意 不適用

問題 5- 閣下對「警衛國際」員工對突發事情處理手法的滿意程度?

非常滿意 滿意 一般 不滿意 非常不滿意 不適用

問題 6- 閣下對「警衛國際」人手配置的滿意程度?

非常滿意 滿意 一般 不滿意 非常不滿意 不適用

問題 7- 總括而言, 閣下對「警衛國際」整體表現的滿意程度?

非常滿意 滿意 一般 不滿意 非常不滿意 不適用

*請於 上加上 √ 以示選項

其他意見/需改善之地方:

請提供資料以作進一步跟進。

住戶簽署: _____

填寫日期: _____

住戶姓名: _____

聯絡電話: _____



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Please return the completed questionnaire to the collection box in tower lobby by 22 March 2023

Serial No: _____

Distribution Date: 8 March 2023

Questionnaire for the Security Service Quality (June 2022 to November 2022)

Objective:

The questionnaire is aimed to study the comments from the resident about the security service quality from "Express Security Limited". We hope you can spend some time to complete the following questionnaire and provide your valued opinions on "Express Security". We hope it can help improving the overall security service through your provided opinions.

(Excellent – 5 Marks (the highest), Very Disappointed – 1 Mark (the Lowest), the rating for other option is in descending order.)

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

Excellent Good Acceptable Poor Very disappointed N/A

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

Excellent Good Acceptable Poor Very disappointed N/A

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

Excellent Good Acceptable Poor Very disappointed N/A

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

Excellent Good Acceptable Poor Very disappointed N/A

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

Excellent Good Acceptable Poor Very disappointed N/A

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

Excellent Good Acceptable Poor Very disappointed N/A

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

Excellent Good Acceptable Poor Very disappointed N/A

*Please add "√" on "" to show your option.

Other comment or area for improvement:

Please provide contact information for follow up.

Signature of Resident : _____

Date : _____

Name of Resident : _____

Contact Number : _____