



## Top Q Management Services Ltd

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[www.topqmanagement.co.uk](http://www.topqmanagement.co.uk)

### CUSTOMER SURVEY

| Customer                                | Key Contact  |
|---|--|
| Merlin Entertainments, Legoland Windsor | Gordon Perry, H&S Manager  |
| Project Brief                           | Dates  |
| Gap analysis to OHSAS18001:2007         | 13 <sup>th</sup> , 14 <sup>th</sup> and 23 <sup>rd</sup> May 2012 - SITE |
| Consultant: Martyn Heath, Principal     |  |

|   |
|---|
| 1. Did we respond quickly to your initial enquiry and any subsequent questions?<br><b>Score: 1 2 3 4 5 6 7 8 9 10</b>   |
| 2. Were you dealt with politely and professionally?<br><b>Score: 1 2 3 4 5 6 7 8 9 10</b>   |
| 3. Did you feel at ease with consultant?<br><b>Score: 1 2 3 4 5 6 7 8 9 10</b>  |
| 4. Was the consultant technically competent?<br><b>Score: 1 2 3 4 5 6 7 8 9 10</b>  |
| 5. Was any issued report written clearly?<br><b>Score: 1 2 3 4 5 6 7 8 9 10</b>   |
| 6. Did the report fulfill your technical requirements?<br><b>Score: 1 2 3 4 5 6 7 8 9 10</b>  |
| 7. Did we meet any agreed deadlines?<br><b>Score: 1 2 3 4 5 6 7 8 9 10</b>  |
| 8. Would you use our services again, or recommend us to others?<br><b>Score: 1 2 3 4 5 6 7 8 9 10</b>   |
| 9. Is there any other feedback you'd like to give us?<br>The service provided by Martyn was delivered in a very professional and friendly manner which helped put everyone at ease. |
| Thank you very much for your time. Please return this to the address above or e-mail to: <a href="mailto:mh@topqmanagement.co.uk">mh@topqmanagement.co.uk</a>                       |