



CLIENT FEEDBACK: Ms Genevieve Armson

Your feedback is valuable to eScribe to ensure it can continue to identify and improve all aspects of our service to you and new clients and is very much appreciated.

1. Before

What made you choose eScribe's services above someone else's?

- | | | | |
|--|-------------------------------------|---|--------------------------|
| <input checked="" type="checkbox"/> Referral | <input checked="" type="checkbox"/> | <input type="checkbox"/> Availability (out of hours & weekends) | <input type="checkbox"/> |
| <input type="checkbox"/> Price | <input type="checkbox"/> | <input type="checkbox"/> Trial of new service | <input type="checkbox"/> |
| <input type="checkbox"/> Fast turnaround | <input type="checkbox"/> | | |
| <input type="checkbox"/> If other, please specify: | | | |

2. During

Having already engaged our services, how would you rate the following?

1 being the lowest to 5 being excellent	1	2	3	4	5
<input type="checkbox"/> Quality and Presentation of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Turnaround	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Knowledge and expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Quality of customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Flexibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Value added to your business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Emails and phone calls returned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Price	Low <input type="checkbox"/>	Fair <input type="checkbox"/>	Competitive <input type="checkbox"/>	High <input checked="" type="checkbox"/>	<input type="checkbox"/>

3. Now

a. What do you think makes eScribe's services unique?

Vicki McLean went out of her way to find out how she could work with our digital recording system, even offering to purchase the recorder.

b. If you have used a similar service, how do we compare?

Not Applicable

c. Do you have any special transcription needs that we do not currently offer?

NO

d. Overall, how would you rate your service?

1 being the lowest to 5 being excellent

1 2 3 4 5

e. Will you recommend eScribe's services to others?

Yes No

f. How do you think we can improve our service?

all fine at this stage

g. If a colleague asked you about eScribe, in a nutshell, what would you say?

very client-focused, easy to work with, flexible

h. Would you allow us to use these comments as a testimonial?

Yes No