



CUSTOMER SATISFACTION/ EXIT SURVEY

Please read the instructions carefully before accomplishing the questionnaire. All information provided will be treated as strictly confidential.

How to complete the questionnaire:

- 1. The questionnaire should be accomplished by the tenant or its authorized representative/s only.
- 2. Please read carefully before answering each question.
- 3. Please make sure all the questions are answered.

Survey forms/ results will be collected by FTI authorized representatives only.

Company Name: _____
Name & Designation of Respondent: _____
Nature of Business: _____
Contacts: Telephone number _____ Fax Number: _____
E-mail address: _____
Reason for leaving FTI? _____

Q1. HOW LONG HAVE YOU BEEN A TENANT OF FTI?

- ☐ Less than six (6) months
- ☐ more than six (6) months but less than one (1) year
- ☐ 1 to 4 years
- ☐ Over 4 years

Q3. ON THE OVERALL, HOW SATISFIED ARE YOU WITH FTI's SERVICE?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied or dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Not satisfied

Q2. WHY DID YOU CHOOSE TO LEASE FROM FTI? PLEASE SELECT THE THREE (3) MOST IMPORTANT ASPECTS FROM AMONG THESE CHOICES (1- AS MOST IMPORTANT)

- ☐ Value for money for rent
- ☐ Business location/ accessibility
- ☐ Security
- ☐ Cleanliness/ sanitation/ orderly business location
- ☐ Adequate and sufficient utility services i.e. electricity, water, garbage collection, telephone
- ☐ Quick response to repairs/servicing requirements
- ☐ Affordable rates for utility services i.e. electricity, water, garbage collection, telephone
- ☐ Business linkages

Q4. HOW SATISFIED ARE YOU WITH THE FOLLOWING SERVICES?

	5 Very satisfied	4 Somewhat satisfied	3 Neither satisfied or dissatisfied	2 Somewhat dissatisfied	1 Not satisfied
Lease/rental rate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Type of facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facility condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	5 Very satisfied	4 Somewhat satisfied	3 Neither satisfied or dissatisfied	2 Somewhat dissatisfied	1 Not satisfied
Traffic management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness /sanitation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supply of water & electricity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service/Utility Rates:					
Electricity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garbage collection services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5. HOW IMPORTANT ARE THE FOLLOWING FACTORS TO YOU?

	5 Extremely important	4 Very important	3 Somewhat important	2 Not very important	1 Not at all important
Lease/rental rate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Type of facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facility condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness /sanitation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efficient & adequate supply of water & electricity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable water, electricity, security and garbage services rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6. HOW WOULD YOU RATE FTI COMPARED WITH YOUR PREVIOUS BUSINESS LOCATION?

Much better	Somewhat better	About the same	Somewhat worse	Undecided
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7. WOULD YOU CONSIDER AVAILING OF FTI SERVICES AGAIN IN THE FUTURE?

Definitely	Probably	Not sure	Probably not	Definitely not
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8. WOULD YOU RECOMMEND FTI TO COLLEAGUES OR CONTACTS IN YOUR INDUSTRY?

Definitely	Probably	Not sure	Probably not	Definitely not
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q9. PLEASE RATE YOUR LEVEL OF SATISFACTION WITH FTI's LEASING, MARKETING, SECURITY AND ENGINEERING/ FACILITIES MAINTENANCE REPRESENTATIVES?

A. LEASING/ MARKETING

	5 Very satisfied	4 Somewhat satisfied	3 Neither satisfied or dissatisfied	2 Somewhat dissatisfied	1 Very dissatisfied
Leasing process/negotiations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	5 Very satisfied	4 Somewhat satisfied	3 Neither satisfied or dissatisfied	2 Somewhat dissatisfied	1 Very dissatisfied
Customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness/attention to tenant's needs/requirements/ queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism of staff /officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business Manners/ Etiquette	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Approachability/graciousness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of contacting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courteousness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Honesty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledgeable and helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B. ENGINEERING/ FACILITIES MAINTENANCE

	5 Very satisfied	4 Somewhat satisfied	3 Neither satisfied or dissatisfied	2 Somewhat dissatisfied	1 Very dissatisfied
Quality of work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness to repair/ servicing requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prompt repair/servicing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding of tenant's needs/requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness/assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Approachability/graciousness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courteousness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness & maintenance of common/ public/vacant areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Landscaping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C. SECURITY

	5 Very satisfied	4 Somewhat satisfied	3 Neither satisfied or dissatisfied	2 Somewhat dissatisfied	1 Very dissatisfied
Security Responsiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism of security staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility of security staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of security staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appearance of security staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding of tenant's needs/requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness/assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ease of contacting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Etiquette/ decorum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Approachability/graciousness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courteousness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Honesty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank you for your time. We appreciate your honest opinion and will take your input into consideration to improve our products and services.

FTI MANAGEMENT