

**388  
RESPONSES**

**98.7% OF RESPONDENTS SAID  
HELPDESK STAFF WERE  
KNOWLEDGEABLE**

## RESULTS

**99.7% received a friendly  
welcome**  
**99.7% were happy with  
communication**  
**98.7% thought staff  
knowledgeable**  
**100% were happy with  
time taken**  
**99.7% overall were happy  
with quality of service  
today**

**OVER 98% AGREED THAT  
THE MEMBER OF STAFF THEY  
SPOKE TO WAS:**



**FRIENDLY**



**COMMUNICATED WELL**



**KNOWLEDGEABLE**

**“Thank you for helping out  
with my printing”.**

**“Went above &  
beyond”**

**“Approachable”**

**“Efficient”**