

Captive-Market v Marketplace

The Department of Health & Human Services, the National Disability Insurance Agency and indeed any government department has a captive market - little reason for customers, customer opinion or customer service, most especially so for those with disabilities. As government departments have a government money tree.

Whereas, services in the marketplace need to attract and retain customers. As their income is mainly from their customers. Hence, they proactively seek customer opinion of their service level and quality. Such as that below:-



	Excellent	Good	Fair	Poor
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menu Variety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Atmosphere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for Money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Time of Visit _____ Day & Date of Visit _____

Did a staff Member stand out/if so who & for what reason?

Menu Suggestions

Further comments:

Would you like us to contact you regarding this review?

Name _____

Contact Number _____

Email _____