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From our annual customer service surveys we listen to feedback from our customers, students and staff, about how we are performing, and the level of customer satisfaction that we are delivering.

We identify key areas of improvement and address these with initiatives aimed at our customers.

We also take the time to celebrate our success in delivering great customer service. Here's what our customers said about our services in 2018 and the improvements we made.

# WE ARE LISTENING



## This is what our customers said:

- 80% of staff and 86% of students said standards of cleaning in our libraries is high overall. However, Cleaning Services will seek to try and raise that satisfaction with staff using the Edward Boyle library.
- 71% of our staff and 75% of our students are satisfied with the servicing of washroom facilities during peak periods of use.
- 83% of staff and students are satisfied with overall external cleansing but feel more could be done around the emptying of bins and litter.
- 78% of staff and students feel we 'go the extra mile'.

## We listened and improved on the following:

- We will work with the library facilities management team to address the gap in satisfaction between staff and students.
- We will seek to monitor footfall in key spaces to ensure our cleaning teams are being deployed to service the facilities during peak periods, eg after lunch and between lectures.
- We will work with sustainability initiatives, such as the waste campaign to increase perception of service provision.
- We will seek ways to improve the perception, presence and professionalism of the Cleaning Service, which will include improved reporting of additional cleaning requests and improved uniforms.

# CLEANING SERVICES



## This is what our customers said:

- 68.3% of our customers said their overall satisfaction of our service increased by 0.5% from 2017.
- 72.9% of our customers satisfaction increased by 6% in the Edit Room from 2017.
- 48.4% of our customers satisfaction levels of Café 6, in the School of Dentistry, have decreased by 8.7%
- Our customers found that value for money and the cost of food had the largest gap between importance and satisfaction for them.

## We listened and improved on the following:

- We refurbished Café 6 by introducing the LoMA Express brand. The new atmosphere and offer is certain to be popular with students and staff alike.
- We used different vehicles to convey value including meal deals and the Refresh loyalty scheme with monthly promotions in addition to the points per purchase. We pride ourselves on selling local or artisan products to provide a point of difference and a value proposition.

# CATERING



## This is what our customers said:

- Our customers wanted clearer guidance on timescales and costings for marketing projects.
- Our customers wanted to understand better the roles and remit of the key people in the marketing and communications team and how best to make contact with them.
- Our customers wanted upskilling in their personal basic communication skills.

## We listened and improved on the following:

- We have developed a new process to follow that clearly articulates the full and breakdown project costings, and gives clearer information about the likely timescales for successful delivery of the project.
- We delivered presentations to management group meetings to explain the team structure and how, through new planning documents, the various team members work and operate together.
- We rolled out and delivered a number of training sessions open to all FD staff on proof reading, grammar and getting your message across.

# MARKETING & COMMUNICATIONS



## This is what our customers said:

- 87% said the Service meets their core values.
- 87% said the Facilities Assistants provide good customer service
- 67 % said the design of the Central Teaching Space is conducive to teaching collaboratively and interactively.
- 55% said the Central Teaching Space was too hot

## We listened and improved on the following:

- We initiated a project to re-design three additional traditional tiered lecture theatres in 2019-2020. We made sure collaborative teaching spaces were included in three major new builds/refurbishment between 2019 - 2021
- We now undertake cooling and ventilation surveys prior to any teaching space refurbishment to allow for improvement works as part of the scheme.

# FACILITIES SUPPORT SERVICES



## This is what our customers said:

- 83.7% were overall satisfied by the service received.
- 37% of customers said queuing times were long.
- 65% of customers said we could improve our online ordering system.

## We listened and improved on the following:

- We will create a shift in culture and encourage our customers to move to online ordering.
- We implemented a new online system.

# PRINT & COPY BUREAU



## This is what our customers said:

- 91% told us they found Security staff knowledgeable and attentive
- 92% told us they found Security staff professional and that we deliver on our value “going the extra mile” and have got better at sharing a smile!
- 86% of staff and 76% of students are aware of our patrols on campus

## We listened and improved on the following:

- We will work to promote our patrols on campus and look at how we provide this information to staff.

# SECURITY SERVICES



## This is what our customers said:

- 84% said the quality of our class instructors was high.
- 83% said our staff offered good customer service
- 71% said there was good availability of our courts and pitches
- 70% said we had good availability of fitness classes

## We listened and improved on the following:

- We continued to review indoor, outdoor and swimming pool timetabling.
- We commissioned a Membership Review with actions to be implemented in 2018/19. This includes a proposal to add court and pitch inclusion to the public membership offer, thus increasing accessibility.
- We introduced new gym floor 30-min HIIT classes.
- We increased our digital class offer bringing us to 220+ classes per week in term time – the largest class timetable of any gym in Leeds City Centre.
- We trialled a touchscreen sign-in survey machine outside studio one to monitor attendance rates.

# SPORT & PHYSICAL ACTIVITY