



2019 Client Satisfaction Survey

What is your industry? _____

Number of Employees: _____ State(s): _____

1. What HR challenges are you facing? _____

2. What human resource goals/systems are you planning to address in 2020? _____

3. Of the following SESCO services you are currently using, or have used in the past, please rank each service as follows:

1 – Poor 2 – Fair 3 – Average 4 – Very Good 5 – Excellent

- | | |
|---------------------------------------|----------------------------------|
| _____ Telephone/Email Support | _____ Harassment Investigation |
| _____ Human Resource Compliance Audit | _____ Affirmative Action Plan |
| _____ Handbook Development | _____ Job Descriptions |
| _____ Compensation Plan | _____ Employee Opinion Survey |
| _____ Wage Survey | _____ EEOC Charge Representation |
| _____ Special Research | _____ Wage-Hour Representation |
| _____ The SESCO Report (newsletter) | _____ Screening & Hiring |
| _____ Organizational/Team Development | _____ Management Training |

4. What human resource-related service do you need that SESCO is not currently providing for your organization?

5. Have you benefited from SESCO services? Yes No

Explain: _____

6. Given the current business environment, we feel SESCO is providing services that are:

___ Invaluable ___ Out of date ___ Useful

7. Please rate the following:

1 – Never 2 – Rarely 3 – Sometimes 4 – Frequently 5 – Always

- ___ 1. SESCO is committed to your organization and HR/employment law needs.
- ___ 2. You are satisfied with our communications.
- ___ 3. SESCO meets your expectations.
- ___ 4. SESCO is efficient in providing services.
- ___ 5. You receive quality information when you call or email SESCO.
- ___ 6. SESCO consultants are knowledgeable in the services they provide.
- ___ 7. SESCO communicates frequently with us.
- ___ 8. SESCO appreciates our loyalty.
- ___ 9. We would recommend SESCO services to others.
- ___ 10. SESCO's receptionists are professional and helpful.
- ___ 11. SESCO's internal consultants/attorneys provide professional service.

Additional comments or references of those you feel could use our services: _____

Name: _____ Phone: _____

Organization: _____

Email: _____

Would you like us to contact you regarding your needs or recommendations? Yes No

Mail to:

**SESCO Management Consultants
P.O. Box 1848
Bristol, TN 37621**

**Email to: kim@sescmgt.com
Fax to: 423-764-5869**

**For immediate feedback or service, call Bill Ford, President & CEO, at 423-764-4127
or email bill@sescmgt.com.**