

# Mystery Shopping – November 2011

The key results of mystery shopping calls carried out in November to members of staff have been listed below.

## Things we are good at

Calls answered within 20 seconds  
Being polite and courteous  
Staff giving their name

## Things we could do better

Alternative contact number being given (out of hours calls)  
Corporate greeting given (out of hours calls)  
Overall handling of call

If you would like to know more please e-mail our Customer Satisfaction Officer,  
[nicola.duffy@stlegerhomes.co.uk](mailto:nicola.duffy@stlegerhomes.co.uk)