



檔案編號：C07/01/020

**瑞峰花園 Julimount Garden**  
**二零零六年度管理服務問卷調查**  
**Management Services Survey For Year 2006**

作為本屋苑之管理經理人，我們希望能夠提供更好及更高質素的物業管理服務予各業戶/租戶。現特請各業戶/租戶表達對本公司服務水平之意見，並於適當之意見欄加入 '√' 號，以便本公司得知整體管理水平並加以改進。  
Being a managing agent of the captioned Garden, we wish to provide good and high quality property management service in order to fulfill occupants' need. We are pleased to collect opinion from the occupants for our reference. Please read the following items carefully and enter a '√' into the appropriate boxes. Your feedback and precious opinion would be important for further improvement of our property management standard.

請填寫業戶資料一欄,否則所填寫之資料將不會匯集於今次之問卷統計,盼請賜予合作							
Please be advised that your comments given herein below will not be included in this survey, unless the section of occupant's particulars' is duly completed. Thank you for your co-operation.							
<b>業戶資料</b>	<b>Occupant's Particulars</b>	物業單位 Premises	瑞峰花園 Julimount Garden	座別 Block	樓層 Floor	單位 Flat	
		業戶名稱 Name of Occupant			<input type="checkbox"/> 業主 Owner	<input type="checkbox"/> 租戶 Tenant	入伙日期 Move-in date
		聯絡電話 Contact Tel. No.	業戶簽署 Occupant's Signature		填寫日期 Fill Out Date		
		優良 Excellent	滿意 Satisfactory	略差 Below Average	不滿意 Unsatisfactory	不適用 Inapplicable	具體事例 Illustrations
<b>駐廈保安職員</b>	<b>On-site Security Personnel</b>	1. 禮貌和儀表 Politeness and Appearance of Staff					
		2. 跟進投訴效率 Efficiency of Complaints Handling					
		3. 與客戶的溝通能力 Skill of Communication with Customer					
		4. 出入口管制 Access Control					
		5. 保安巡邏 Patrol Performance					
		6. 整體水平 Overall Level					
<b>管業處職員服務質素</b>	<b>Performance of Management Personnel</b>	1. 禮貌和儀表 Politeness and Appearance of Staff					
		2. 跟進投訴效率 Efficiency of Complaints Handling					
		3. 與客戶的溝通能力 Skill of Communication with Customer					
		4. 整體水平 Overall Level					
<b>清潔狀況</b>	<b>Cleaning Condition</b>	1. 大堂/走廊 Lobby/Corridors					
		2. 升降機 Lifts					
		3. 樓梯 Staircases					
		4. 平台花園 Podiums					
		5. 停車場/車路/公眾道路 Carpark Spaces/Driveways/Public Roads					
		6. 垃圾收集安排 Refuse Collection Arrangement					
		7. 公共廁所 Public Toilets					
		8. 健身室/康樂室/游泳池/網球場/燒烤場 Gymnasium/Recreation Room/Swimming Pool/ Tennis Court/Barbecue Site					
		9. 整體水平 Overall Level					

